

1-1-1981

# Self-perceived human and social service needs of Hampshire County, Massachusetts' low income population.

Lawrence J. Magid  
*University of Massachusetts Amherst*

Follow this and additional works at: [https://scholarworks.umass.edu/dissertations\\_1](https://scholarworks.umass.edu/dissertations_1)

---

## Recommended Citation

Magid, Lawrence J., "Self-perceived human and social service needs of Hampshire County, Massachusetts' low income population." (1981). *Doctoral Dissertations 1896 - February 2014*. 3697.  
[https://scholarworks.umass.edu/dissertations\\_1/3697](https://scholarworks.umass.edu/dissertations_1/3697)

This Open Access Dissertation is brought to you for free and open access by ScholarWorks@UMass Amherst. It has been accepted for inclusion in Doctoral Dissertations 1896 - February 2014 by an authorized administrator of ScholarWorks@UMass Amherst. For more information, please contact [scholarworks@library.umass.edu](mailto:scholarworks@library.umass.edu).



SELF-PERCEIVED HUMAN AND SOCIAL SERVICE NEEDS  
OF  
HAMPSHIRE COUNTY, MASSACHUSETTS' LOW INCOME POPULATION

A Dissertation Presented

By

Lawrence Jay Magid

Submitted to the Graduate School of the  
University of Massachusetts in partial fulfillment  
of the requirements for the degree of

DOCTOR OF EDUCATION

February 1981

School of Education

Lawrence Jay Magid 1981

© All Rights Reserved

Partial Funding for this Study Provided By:  
Comprehensive Employment and Training Act  
U.S. Department of Labor  
Contract No. 0007-055



SELF-PERCEIVED HUMAN AND SOCIAL SERVICE NEEDS  
OF  
HAMPSHIRE COUNTY, MASSACHUSETTS' LOW INCOME POPULATION

A Dissertation Presented

By

Lawrence Jay Magid

Approved as to style and content by:

Gloria de Guevara  
Gloria de Guevara, Chairperson of Committee

Meyer Weinberg, Member

Ann Ferguson, Member

Mario Fantini  
Mario Fantini, Dean  
School of Education

## ACKNOWLEDGEMENTS

This dissertation has taken more than two years to research and write. It is not the product of one author, but a collaborative effort involving interviewers, funding sources, computer operators, xeroxers, and others. Had this been a movie, the viewer would have been treated to a long list of personnel from the producer to the gaffer. This acknowledgement, however, will include only those who played a key role.

A very special appreciation goes to Gloria de Guevara, my dissertation advisor and chairperson. Her patience, advice and encouragement got me through some difficult moments. My appreciation also to Professors Ann Ferguson and Meyer Weinberg who were not simply committee members, but co-workers in an effort to produce the best possible document. Thanks also to Professors James Wright and Thomas Hutchinson for their sage advice during many stages of this study.

Interviewing more than 2000 families is not easy. It would have been impossible without the hard work of the Hampshire County Needs Assessment Project which was ably coordinated by Linda McPartlan. Project staff included: Jodi Appell, Susan De Maria, Seal Denning, John Drake, Carole Duke Macrina Fazio, Janice Hassett, Carolyn Hemenway, Robert Henry, Alan Kelly, Miles Levinkind, Eric Lieberman, Norman McLeod, Ann Mooney, and Norman Schell.

The Project was administered by Hampshire County Human Services Coordinator Judith Eckhouse. Judy was helpful at every level of the study from the fund raising to the final report. Working with Judy was Beatrice Mungeon of the Hampshire County Planning Office, who put up with my frantic calls and last minute requests.

Another person who played a key role throughout this study was Patricia Regehr. As former Coordinator of Community Resources, she was instrumental in arranging the defining interviews, serving on the Needs Assessment Board, and donating her office for the Project Staff. Her commitment to organizing constantly reminded me of why I started this project; and gave me hope that the needs expressed in the study would someday be fulfilled.

Many of the people who helped on this project, did so through their organizations or agencies. Hampshire Community Action Commission provided the impetus for the study as well as occasional staff and financial support. Primary funding for this study was from Hampshire County's Comprehensive Employment and Training Administration. Thanks to Hampshire County Commissioners for their formal endorsement and commitment to use this data for their long range planning. This project was blessed with an active and interested Advisory Board whose members gave freely of their time and knowledge. Appreciation also goes to town officials throughout the county who provided us with office space, and local legitimacy. Finally, I would like to thank the University of Massachusetts' Computer Center whose staff proved that its possible to be in touch with "the state of the art" and fellow creatures at the same time.

## A B S T R A C T

### SELF-PERCEIVED SOCIAL AND HUMAN SERVICES NEEDS OF HAMPSHIRE COUNTY, MASSACHUSETTS' LOW LOW INCOME POPULATION

February 1981

Lawrence Jay Magid  
B.A., University of California, 1969  
M.Ed., University of Massachusetts, 1978  
Ed.D., University of Massachusetts

Directed by: Dr. Gloria de Guevara

More than 2100 households of Hampshire County, Massachusetts, participated in a survey to ascertain the social and human service needs of the county's low income population.

Households whose annual income and family size placed them below 200% of the 1979/1980 federal poverty level were given an extensive 505 item questionnaire. Families above 200% of the poverty line were given a 176 item questionnaire. The 200% cut off income, for a family of four, was \$13,000.

Interviews were conducted in respondents' homes by a full time staff of trained interviewers. Interviews took place between November, 1979 and March, 1980.

The survey instrument was designed using an adaptation of the Coffing-Hutchinson Needs Assessment Methodology. The author and his associates interviewed 30 low income families during a preliminary stage to determine what those families perceived as appropriate items for the instrument. Also consulted were social service agencies, 37 of which provided written input regarding their need for information.

The study represents an innovative approach to data gathering and was designed to be especially useful to county planners, elected officials, agency personnel, and community organizers.

Significant findings include the discovery that income is a determinate of severity of need more than a determinate of the actual presence of a need. It was also found that satisfaction with services often coincided with the availability of a subsidy for those services. Areas where substantial subsidies are available such as health care and food were found to have higher levels of satisfaction and less severely unmet needs than were areas with less subsidies such as transportation and housing.

Age, among the low income, was found to correlate positively with satisfaction with most services. The older poor tend to be more satisfied than the younger poor.

In his review of the literature, the author presents a case for his needs assessment methodology as an important supplement to social service agencies, community organization and low income participation in agency governance. The methodology is shown to provide tools which, combined with community organization, can help empower poor people to have greater control over their lives and the services they need.



## TABLE OF CONTENTS

ACKNOWLEDGEMENTS .....	IV
LIST OF TABLES .....	X
Chapter	
I. PARTICIPATION PUT ON:	
A STATEMENT OF THE PROBLEM AND REVIEW OF	
THE LITERATURE .....	1
II. HOW IT WAS DONE: METHODS AND	39
PROCEDURES	
Population Defined .....	39
Screening Interviews .....	44
Development of Survey Instrument .....	45
Sampling .....	56
Field Procedures .....	63
Data Processing .....	88
Chapter Conclusion .....	91
III. THE COMMUNITY SPEAKS:	
FINDINGS AND DISCUSSIN .....	93
Demographics and Housing .....	93
Home Heating .....	110
Health Care .....	121
Mental Health .....	138
Transportation .....	142
Food .....	150
Employment and Unemployment .....	163
Social Services .....	174
Children .....	185
Needs of the Elderly .....	198
IV. CONCLUSION: WHAT DOES IT ALL MEAN .....	211
BIBLIOGRAPHY .....	256

## LIST OF TABLES

1.	Population and Poverty Levels by Town .....	307
2.	Number of Persons Per Household .....	308
3.	Number of Adults Per Household .....	309
4.	Residency by Type of Dwelling .....	310
5.	Description of Household by Poverty Status ...	311
6.	Number of Rooms Per Dwelling .....	312
7.	Number of Bedrooms Per Dwelling .....	312
8.	Extent of Self-Perceived Housing Problems ....	313
9.	Condition of Home by Ownership Status .....	314
10.	Self-Perceived Problems with Housing .....	315
11.	Condition of Home .....	316
12.	Housing Costs by Ownership Status .....	317
13.	Hardship Involved in Paying Rent .....	318
14.	Rent Subsidies .....	319
15.	How Dwelling is Maintained by Landlord .....	320
16.	Renters' Anticipation of Buying Home .....	321
17.	When Renters Plan to Buy Home .....	322
18.	Why Renters Do Not Plan to Buy Home .....	323
19.	Extent to which Heat is a Problem .....	324
20.	Main Method of Heating Home .....	324
21.	Back-up Method of Heating Home .....	325
22.	Control of Thermostat in House .....	326
23.	Extent to Which Home is Cold or Warm in Winter .....	326
24.	Hardship in Paying Heating Costs .....	327
25.	Utilities Included in Rent .....	328
26.	Assistance Needed to Pay for Insulation .....	329
27.	Assistance Needed to Pay for Storm Windows ...	330
28.	Assistance Needed to Pay for Weatherstripping .....	331
29.	When Insulation was Installed or Inspected ...	332
30.	Eligibility for Fuel Assistance .....	333
31.	Applications for Fuel Assistance .....	334
32.	Where Respondents Applied for Fuel Assistance	335
33.	Whether Respondents Received Fuel Assistance .	336
34.	Adequacy of Fuel Assistance .....	337
35.	Sufficiency of Subsidy .....	338
36.	Extent of Health Care Problems by 200% Poverty .....	339
37.	Extent of Health Care Problems by 100% Poverty .....	340
38.	Quality of Nearest Hospital .....	341



39.	Where People Go for Health Care for 200% Poverty .....	342
40.	Where People Go for Health Care for 100% Poverty .....	343
41.	How People Pay for Health Care for 200% Poverty .....	344
42.	How People Pay for Health Care for 100% Poverty .....	345
43.	Health Care as Family Budget Items .....	346
44.	Medicaid Discrimination .....	347
45.	Knowledge of Programs to Pay for Health Care .....	348
46.	Going Without Medical Services for Financial Reasons .....	349
47.	Important Factors When Selecting Health Facility .....	350
48.	Desired Services from Community Health Center .....	351
49.	Experiences with Health Practitioners for 200% Poverty .....	352
50.	Experiences with Health Practitioners for 100% Poverty .....	343
51.	Experiences when Needing Medication .....	354
52.	General Satisfaction with Health Care .....	355
53.	Family Members Seriously Ill or Injured .....	356
54.	Family Members Permanently Handicapped or Disabled .....	357
55.	Health Care Needs .....	358
56.	Where People Go for Emotional Help .....	359
57.	Was Mental Health Professional Seen .....	360
58.	Was Help Sought or Referred .....	361
59.	Who Did Referring .....	362
60.	Were Mental Health Services Adequate .....	363
61.	Which Professional Would Be Seen if Needed .....	364
62.	How People Would Pay for Mental Health Services .....	365
63.	Extent of Transportation Problems for 200% Poverty .....	366
64.	Extent of Transportation Problems for 100% Poverty .....	367
65.	Satisfaction with Public Transportation by General Population and 200% Poverty .....	368
66.	Satisfaction with Public Transportation by 100% Poverty .....	369
67.	Satisfaction with In-Town Parking for Amherst, Ware & Northampton .....	370
68.	Does Family Have a Car .....	372
69.	Extent of Problem Paying to Get Car Repaired .	373
70.	Condition of Car .....	374
71.	Methods of Transportation for 200% Poverty .....	375

72.	Methods of Transportation for 100% Poverty .....	376
73.	Transportation Needs .....	377
74.	Extent to which Adequate Diet is a Problem ...	378
75.	Did Family Change Eating Habits Due to Rising Cost of Food .....	379
76.	Where People Get Food .....	380
77.	Did Household Maintain Garden .....	381
78.	Did Household Preserve Food for Winter .....	382
79.	Does Household Member Receive Food Stamps ....	383
80.	Food Needs .....	384
81.	Wage Earner Status for Household Members For 200% Poverty .....	385
82.	Wage Earner Status of Household Members for 100% Poverty .....	386
83.	Occupational Breakdown for 200% Poverty .....	387
84.	Occupational Breakdown for 100% Poverty .....	388
85.	Main Activity for 200% Poverty .....	389
86.	Self-Employment Versus Working for Someone Else .....	390
87.	Number of Hours Worked Per Week .....	391
88.	Persons Seeking Full Time Work .....	392
89.	Satisfaction with Current Job .....	393
90.	Looking for Other Job .....	394
91.	Why People are Looking for Other Job .....	395
92.	Type of Work People Are Seeking .....	396
93.	Type of Industries where People are Seeking Work .....	397
94.	Employment Problems by Employment Status .....	398
95.	Employment Needs for Employed and Unemployed .....	401
96.	Extent to Which People Have Trouble Finding Needed Services .....	402
97.	Awareness of Referral Service .....	403
98.	Name of Referral Services .....	404
99.	How Safe Is Neighborhood After Dark .....	405
100.	Whether Crime Victim During Past Twelve Months .....	406
101.	Was Crime Reported to Police .....	407
102.	Crime Victim's Satisfaction with Police .....	408
103.	General Satisfaction with Police .....	409
104.	Where Household Member Went for Legal Help .....	410
105.	Satisfaction with Legal Help by Where Obtained .....	411
106.	Need for Spouse Abuse Program in Community .....	412
107.	Need for Child Abuse Program in Community .....	413
108.	Miscellaneous Needs .....	414
109.	Physical or Emotional Problems	

	of Children .....	415
110.	Relationship Between Children's Fighting and Poverty Status .....	416
111.	Relationship Between Trouble Sleeping and Poverty Status .....	417
112.	Children's Education by Total Population and 100% Poverty .....	418
113.	Satisfaction with Public Schools by General Population and 100% Poverty .....	419
114.	Enrollment in Public Schools by Poverty .....	420
115.	Satisfaction with Public Schools .....	421
116.	Participation in School Lunch Program .....	422
117.	Satisfaction with School Lunch Program .....	423
118.	Why People Do Not Use School Lunch Program .....	424
119.	Health Needs of Children for 200% Poverty ....	425
120.	Health Needs of Children for 100% Poverty ....	426
121.	Does Elderly Member Use Senior Food Program .....	427
122.	Name of Elderly Food Program Used .....	428
123.	Any Desire to Participate In Elderly Food Program for Those Not Participating .....	429
124.	Why Not Participate in Elderly Food Program .....	430
125.	What Elderly Food Program Would You Like to Use .....	431
126.	Elders Needing Personal Care .....	432
127.	How Personal Care is Provided for Elders .....	433
128.	Adequacy of Elder Care Arrangements .....	434
129.	Income Sources for Elderly Household Members .....	435
130.	Median Income by Age and Poverty Status .....	436
131.	Mean Income by Age and Poverty Status .....	437
132.	Correlations Between Selected Items and Age .....	438

## C H A P T E R I

### THE PARTICIPATION PUT ON: A STATEMENT OF THE PROBLEM AND REVIEW OF THE LITERATURE

There are more than 100 social and human service agencies and institutions in Hampshire County, Massachusetts. Each strives to serve what it considers to be its clients' needs and each must request and allocate resources with some consideration of those needs. While some agencies do better than others in accurately and appropriately assessing the needs of their constituents, too often, the agencies rely on best guesses based on scant data. And none of the County's agencies is equipped with the resources and facilities to routinely and scientifically assess the needs of their constituency. This presents problems for planning, internal resource allocation, and the ability to develop a rational and comprehensive plan for the entire county.



Agency heads and staffs have varying degrees of proficiency and sensitivity for reporting what they perceive to be the needs of their clients. For information, agency personnel must turn to past studies, client records, client interviews, conjecture and whatever other resources are available. Rarely is an assessment of needs based on an understanding of the perceived needs of both the client and the constituency. Client, here, is being used to refer to the actual people who utilize a given social or human service. A constituency is being used here to refer to the universe of people who might use a service if they were eligible, if they knew about the service, if the service were accessible to them or if some of many other unknown conditions were met.

The problem is that it is often impossible to determine the needs of the constituency since only a self-selected sample of them actually walk through the doors of the agencies. There may be a wide gap between the number of people who are in need of a service and the number of people who actually use a service. There may be people in need who are not using the service as well as people using the service who are not in need.

What's more, there may be clients of services who are not fully expressing their needs either because of embarrassment, fear of retaliation or denial of services, or because they were never asked to and it didn't occur to them that any one might be interested. Even if people are asked to provide input to a service, it has been found by this study and others that simply asking people for information or feedback may not be sufficient to elicit a useful response. That, certainly, was found during the defining stages of this study where low income people were asked, in very general terms, to state their social and human service needs. Very often they said little or nothing until they were further prompted by interviewers who were trained to elicit detailed responses. Through probing and other techniques, respondents who began an interview with virtually no unmet needs, concluded the interview, hours later, having responded with long lists of needs. There will be more of a discussion of this in the methodology chapter, but it is introduced here as part of the problem. Even in the most comfortable of situations, people often do not talk about their problems or concerns unless skillfully prompted to do so. One of the concerns behind this study is that agency personnel do not skillfully encourage their clients' or constituents to provide them with information about their needs.

### Testing for Myths and Assumptions

Although this study will not operate with any formal hypothesis, there are many questions about the low income community that this study is setting out to answer. One set of questions has to do with assumptions or what will be called "myths" about the poor. Assumptions about the poor are common among the general public, the social service profession and the poor themselves. Are poor people heavily reliant on social services, food stamps, fuel assistance and other subsidies? Are the elderly poor worse off than the younger poor, as is often assumed? Are poor people living in the central sections of the county in better or worse shape than the poor in the outlying rural areas of the county?

### Problem Solving By Constituency, Not Committee

As stated earlier, social service agencies and government programs vary greatly in their ability to perceive the needs of both their clients and constituency. Since the beginning of the "war on poverty" during the Kennedy administration there has been a concern on the federal, state and local level that agencies for the poor be administered with "maximum feasible participation" of the poor. Of course, there have been many deliberate attempts to avoid involving poor people in decision making

in agencies that affect them, but even when a sincere effort is made to include the poor in decision making by including them on boards, interviewing them during planning periods or consulting them during evaluations, there is a great difficulty properly identifying "the poor," as well as properly utilizing them in either a consultation or decision making role.

One recurrent problem has shown up repeatedly in Community Action Programs (CAPs) which have been funded through the Community Services Administration (CSA) to disburse federal anti-poverty funds on a local and county level. Written into the CSA regulations is a set of stipulations requiring CAP agencies to include the poor in their decision making boards and to affirmatively attempt to include low income persons on their staffs. The problem that emerges is the entire process of selecting and training (to the extent that there is training) low income "decision makers" often puts low income people into situations that are alien to their own experience. The Hampshire Community Action Commission (HCAC), the local CAP agency, is not atypical. Though its board is supposed to represent the low income community and despite the fact that board members are elected from the community, the tendency is for board meetings to be dominated by lawyers and other professional people as opposed to poor people. It is true that the two lawyers on the Board of HCAC are



both employees of publicly funded "poverty law" projects and that they are trained to be particularly sensitive to the needs of the low income (certainly when compared to other lawyers) but they are not of the low income community. Neither are many other board members. When a bonafide poor person does join the board, he or she must compete with the "social service" professionals who will be at the meeting. The tenor of the meetings, the tone of the discussion and the general situation differs sharply from what may be the cultural, educational and decision making experience of the low income members. If they are to survive on the Board, they must make "adjustments." Often these adjustments are to assimilate themselves as much as possible into the non-poor culture that dominates the decision making body. Such assimilation immediately separates them from their peers in the low income community.

This is not to suggest that such low income board members are likely to "sell out" the poor, or even totally lose touch with the plight of their neighbors and their own families. It is simply to suggest that the board members fall under the influence of the social service culture that surrounds them.

### A Time of Retrenchment

When the original proposal for this study was written, Proposition 2 1/2 was only a twinkle in the eyes of the Citizens for Limited Taxation and property tax payers, fed up with what they considered to be an unfair tax burden on property owners. Apparently, the frustration felt by that group is shared by millions of voters throughout the State. On November 4, 1980, the voters of Massachusetts joined those of California and many other states in passing an initiative which will put sharp limits on local spending.

The result of what was called the "proposition 13 mentality" in the initial proposal for this study has not yet been felt in Massachusetts. But if early warnings are correct, people can look forward to severe cuts in education, libraries, police and fire protection and social services. The limit on local spending is of concern to many elected officials, virtually all public employees and many patrons of services that will be affected. For poor people, it is of great concern. Not only do the poor tend to be more reliant on the types of services that will be cut; they lack the political power to influence the budget cutters to spare their "pet programs" from the fiscal cleavers.

One of the prime weapons in the arsenal of the proposition 2 1/2 proponents is the contention that there are "too many services," the "services are duplicative," and that "no one needs or uses the services that are being funded." They also charge that there is "too much fat" in most agency budgets and that there is "plenty of room to cut budgets without affecting services." While this study will not look into the allegations of "fat" in social service budgets, it will look into the question of whether or not services are needed. Perhaps there is some truth in the assumption that some services are unnecessary.

Without condoning what this author considers to be irresponsible budget cutting on the part of the 2 1/2 supporters, this study will assist those responsible for administering what is left of the social service budgets to determine how to allocate the shrinking resources. Unfortunately, after all the speeches have ended and the last ballots have been counted, the bottom line is that local budgets, including those in Hampshire County, will face severe cuts and that something will have to be done to re-allocate if the voters' mandate is to be followed.

It is also hoped that the study will shed light on the actual needs of people so that any future attempts to either cut, reallocate or increase human service budgets will benefit from a sound data base.

## Data Base for Decision Makers

To create a data base for decision making is a prime goal of this study. This study was initially proposed by the Hampshire Community Action Commission as part of its long term planning process. A CAP agency responsible for implementing the needs of the poor with their "maximum feasible participation," the agency realized the weaknesses of its own data base and decision making processes. Another co-sponsor is the Hampshire County Commissioners, the elected legislative body for the County. Acting through the County's Department of Human Services, the County Commissioners enthusiastically endorsed this study as a means of developing a data base for future human services planning throughout the county. The data will be used to help coordinate various human services agencies and to help in the allocation of county resources and in the county's and the individual agencies' pleas for additional funding from state, federal and private sources.

## Guidelines for the Study

One of the questions that will constantly be asked throughout the study is the relative condition of the low income population vis a vis per capita income. Thus, comparative analyses will be done for different economic groups among the population in general and within the



population that falls below the 200% of poverty guideline which is the cut off point for this study.

For the most part, this study will concern households that are within 200% of the 1979 federal poverty level. 200% was chosen because it includes most households that are eligible for many of the federal subsidy programs. It is double the federal poverty level and thus likely to include most of the households that "fall between the cracks" of various eligibility guidelines. A common problem reported by social service intake workers is that many potential clients are "too rich to qualify" for a service or subsidy but "too poor to pay for it themselves." This is especially true in such cases as legal services where middle income and lower middle income people are denied services because they are above eligibility levels, but are nevertheless unable to afford the high cost of quality legal counsel. They are thus forced either to do without counsel, use less legal time than they might actually need, put a serious strain on their finances, or try to find some kind of cut rate services. Often they are involved in a legal battle with an antagonist who is able to afford good legal counsel thus putting the lower middle income person at a disadvantage. The poor, on the other hand, have access to Western Massachusetts Legal Services and other subsidized programs. The same holds true with medical services, housing, child care and other subsidized

services. People who are slightly above guidelines may find themselves in worse shape than the poor. They are too rich to get it free, but too poor to pay for it.

By defining the population at or below 200% poverty it is possible to look at the needs not only of the "poor" but of those who are above poverty but below an income level capable of allowing them to spend freely for the many essential services. This also provides the opportunity to do comparative analysis among those below the poverty line and those slightly above it.

As will be explained in the methodology chapter, the study was designed to elicit the social and human service needs of those within 200% of poverty which turns out to be the lower economic 30 percentile. However, some questions were asked of people above the 200% poverty figure. In order to properly screen and to have some data with which to compare the bottom 30 percentile, the methodology was to conduct a short interview with a random selection of households from throughout the income spectrum. This compromise methodology allowed this author to concentrate the data collection on a group that is too often ignored by social research while still having some data about the population in general. Had the 200% of poverty cut off not been established, the field time would have been so high that it would have been impossible to collect as many cases as were needed to gauge the needs of the 200% population.

So much time would have been spent collecting data about the population as a whole that the sample size would have had to be severely limited. When the time comes to breakdown for "rare" populations such as those at 100% poverty, the study would have suffered from an inadequately small sample.

### Limitations Imposed by Guidelines

By restricting the major portion of the survey to those within 200% poverty, a major limitation was imposed on the ability to analyze and compare income groupings. There will be many times when it would be interesting to note how the poor compare on certain items with the rest of the population to determine a relative index of need or problems. Unfortunately for most of the variables, it will only be possible to compare the "poor" with the near poor. The study will be able to look at people who are below the 100% poverty line and compare them with people who are above 100% poverty but still below 200% poverty. To provide an idea of what that means, consider a family of four. The 1979 poverty guidelines for a non-farm family of four was \$6,700. By making 200% poverty the cut off point, that figure is doubled to \$13,400. That means that a family of four to be included in the major portion of the study has to have a gross annual income of \$13,400 or less. Actually, such a precise cut off was not used since the

income figures were collected in thousand dollar increments. In the case of a family of four, the cut off figure was actually rounded up to \$14,000. As is explained in the methodology chapter, the goal, when in doubt, was to be inclusive. Nevertheless, by cutting at or near 200% poverty, 70% of the actual population is eliminated from consideration by the major portion of the survey. Of course, as stated earlier, there are still 176 variables from the other 70% so the study is not completely without comparative data.

#### Study in Context of Other Means of Expression

The Hampshire County Needs Assessment represents an effort to assist low income people in expressing their needs so as to bring about desired changes in their objective conditions. To that end, this study does not differ, in purpose, from the work of community organizers, social protest leaders or social service workers. All well intentioned members of each of these groups share a common commitment to alleviate poverty.



The differences among these groups come in the way in which they operate as well as in their attitudes toward the low income community. The data from this study can be used for three purposes: 1). social action 2). social service, and 3). social research. The author undertook this study to develop a set of data that could be used by community organizers and the poor themselves as a basis from which to develop strategies for social change. Undoubtedly, this data will be used by social service agencies and government bodies as a means for program planning, program funding and priority setting. While such use is not inconsistent with the purposes of the study, this author undertook the study with another purpose in mind. The author seeks to bridge the gap between community organizing and social research.

The Needs Assessment is an articulation of poor people's needs. Though that sounds like a restatement of the obvious, it is an important concept for viewing the methodology as a tool for community organizing.

A community organizer looks at needs not only in terms of society as a whole but in terms of the number of people who are affected and potentially mobilized by an issue. If an organizer looks at the data and finds that "only" 3% of the population is extremely concerned about an issue, the organizer does not see the 97% who are not concerned, but the 4,200 people who, in theory, could be mobilized (4,200 = 3% of Hampshire County's 140,000

people).

### Review of Related Literature

In the section that follows, this author will discuss his ideas with references to selected literature from the disciplines of community organizing, citizen participation and needs assessment. In preparing this section, the author examined hundreds of books and manuscripts, but decided to include only those works which he considered to be among the most important. Much of the literature is repetitive, using different examples to reach similar conclusions. The reader will be spared the task of having to wade through repetitious citations.

### Community Organizing Defined

Community organizing is a tool which is used, often, by professional organizers to enable poor persons or other powerless groups to effect changes in the status quo that benefit the group.

Saul Alinsky, considered by many to be the modern day parent of American community organizing, summarizes the purpose of a community organizer's product, a community organization, in his book, Reveille for Radicals:

A People's Organization carries with it two major functions. Both are equally important. One is the accepted understanding that organization will generate power which will be controlled and applied for the attainment of a program. The second is the realization that only through organization can a people's program be developed. [1]

What Alinsky is advocating is a model that creates community organization as an articulator of poor people's needs. Alinsky would not, however, stop with the mere articulation of needs. He would activate citizens, arguing that:

The very organization of a people so that they become active and aware of their potentialities is a tremendous program in itself. It is the ultimate people's program. [2]

The organizer, through the use of a community organization, will help the poor win victories. The victories will be based on issues and the issues will stem from needs. The way it works, or should work, is simple. An organizer studies a community and perceives what he or she considers to be needs. He or she looks at those needs to determine which may or may not be issues. An issue is usually a need which can be won. There are needs which are not issues. A

cure for cancer may be a community need, but may be something that the organizer would not choose as an issue. The organizer might instead focus on cleaning up a hazardous waste site which is a major contributor to cancer in a community. It is not that the organizer is necessarily committed to prevention rather than cure (though that may be the case). A good organizer knows that you can't demand a cure for cancer, but you can demand, and possibly win, the clean-up of a dump site.

Si Kahn, in his book, How People Get Power: Organizing Oppressed Communities for Action, presents his own needs assessment methodology which, in a way, is as sophisticated as the one developed by this author. Kahn's analysis involves:

identification of the problems of the poor community; ranking the problems in the order of their importance to the people there; developing strategies which could be used to deal with each of the problems; evaluating the effectiveness of each of these strategies; evaluating the effect of each of these strategies on the development of the poor people's organization; and selecting those problems and strategies which will be given priority. [3]

Kahn follows his prescription with several pages of proposed questions that an organizer should ask about a community in order to obtain a "comprehensive, objective profile of the problems in the community." [4]

Kahn, like this author, argues that it is essential to understand the way that the poor themselves see the problems in terms of their own lives. "Understanding how the poor community sees these problems is the key to developing an effective strategy for the community." [5]

A key method of obtaining "objective" information, suggested by Kahn, is the use of survey research data. Kahn is one of the few authors on the subject of community organizing or community protest who stresses the importance of relying on survey research. While Kahn presents a sophisticated methodology for a community organizer, he makes no useful suggestions as to how to conduct or even evaluate and read "objective" survey research. Survey research reports are often difficult even for other researchers to comprehend. While there are many community organizers who are able to conduct a search for survey research, it is unlikely that most organizers or community activists would bother.



Nevertheless, the issue that Kalm suggests is the issue that motivated this author in the development of the Needs Assessment methodology that follows this chapter.

### Protest Movements

Another strategy for needs articulation is social protest. There are those within both the social change movement and among those who study and write about social change who would dispute the relative merits and pitfalls of social protest versus community organizing. This author believes that each has it's place and prefers not to enter that debate.

Prominent among those who argue for social protest as a more potent weapon for change are authors Frances Fox Piven and Richard A. Cloward. As part of their critique of community organization, Piven and Cloward present the case for political protest. In Poor People's Movements: Why They Succeed, How They Fail, Piven and Cloward make reference to what they consider to be a successful action by the now defunct National Welfare Rights Organization (NWRO):

The most effective action was to stage group actions on grievances. A group of (welfare) recipients descended on the welfare center to hold a demonstration, demanding that all of

their individual grievances be settled before the group left, with the threat that a sit-in would follow if the demands were not met. These actions generally succeeded. [6]

Piven and Cloward present many more examples of social protest. What most social protest actions share in common is the realization the organizers and participants are engaged in an adversary relationship with the targets of the action and that victory for the demonstrators will emerge if enough pressure or discomfort can be brought to bear on those with the power to agree to the demands of the protesters.

#### Protest and Needs Research

Although it would be fallacious to assert that needs assessment and social protest are analogous, it is this author's contention that a similarity exists between the two. Social protest, when organized by experienced professional community organizers, will advance the conditions of the organizer's constituency. The organizer seeks to get the poor to articulate their needs and to translate that articulation into an action or an organization that can shout them loud enough, or present them with enough force that they will be heard and accepted.

John Mollenkopf, in a paper delivered to the 1973 annual meeting of the American Political Science Association, discusses the various strengths and weaknesses of urban community organizing. Mollenkopf states:

Systematic comparison of the evidence suggests that three factors determine the general strength of the mobilization impulse: 1) the character of the issues involved. 2) the social and material stakes of those who share a collective interest with respect to these issues, and 3) the nature of the leadership which articulates them. [7].

Whether needs are stated vociferously or softly, there are many factors that go into whether they will be met. Although there are differences, the needs analyst shares many of the problems of the organizer. A needs assessment, no matter how well constructed, can only assess needs. It cannot persuade those in power to make the prescribed changes unless those in power either see the light or feel the heat. A needs analyst has very little heat but a great deal of light. In some ways he or she has a stronger hand than does the organizer since the analyst has scientifically collected data to back up assertions about the needs of those studied. But the organizer has something the needs analyst does not have. An organizer has the responsibility to look at a community's perceived



needs and prioritize them not only in terms of strength of need, but in terms of success. An organizer may decide not to press for the redress of a grievance if he or she feels that it is either not winable or not likely to further the cause of the organization. Needs and problems are the raw material that the organizer uses to construct issues; and issues are the battle cries around which an organizer crafts his or her victory.

### Participation

When Lyndon B. Johnson signed the Economic Opportunity Act of 1964, he ushered in a new era for social services. Included as an integral part of the act and the extensive national debate that went into the creation of the act was the concept of citizen participation in planning and administering government funded programs.

#### "Maximum Feasible Participation"

In studying the literature on the Economic Opportunity Act and the "war on poverty," one comes across Michael Harrington's The Other America as the most frequently quoted book. Harrington poignantly draws a picture of an America that few in government had even seen --the reality of poverty. Rivaling Harrington for the most often quoted is not another author, but a phrase, "maximum

feasible participation." That phrase, which was written into the 1964 Economic Opportunities Act, became the theme of a 1969 book by Daniel Patrick Moynihan.

Moynihan began his book, Maximum Feasible Misunderstanding, with a chapter aptly titled, "The Quest for Community." There Moynihan cites anarchist educator Paul Goodman in his assertion that the poor and working class share with "management types" both a high level of alienation and a "commitment to the rat race." Citing juvenile delinquents as both perpetrators and victims of the rat race, Goodman argues that management types and juvenile delinquents share many values but that:

In the alliance, the juvenile delinquents get the short end of the stick for they esteem the rat race, though they do not get its rewards. [8]

In reciting the background of the war on poverty, Moynihan devotes an entire chapter to what he and others cite as the forshadow of the Economic Opportunity Act. Harlem's Mobilization for Youth (MFY) is regarded as the Ford Foundation's effort to create a program that would treat poverty in a fundamentally different way than it had traditionally been treated by the social service system. Ford Foundation, in the words of Moynihan:

proposed nothing less than institutional change in the operation and control of American cities. [9]

What Moynihan called, "a new level of American government," was the creation of the predecessor of America's first community action agency.

Moynihan's portrayal of MFY not only credits it as the predecessor of the war on poverty but as both the precursor and counter example of the phrase "maximum feasible participation of the poor."

The MFY experiment developed close ties with the Kennedy administration, especially with the President's brother, Robert Kennedy. An aide to Robert Kennedy was, according to Moynihan, visited by representatives of the Ford Foundation and was impressed by the model as an embodiment of the vision that John and Robert had for their "New Frontier."

With the MFY model merged into the mainstream of the President's policies, it was only a short leap to the inclusion of what was added almost as an afterthought to the war on poverty's arsenal. The phrase stated that the community action programs created by the Economic Opportunity Act should provide for the "maximum feasible participation of residents of areas and members of groups."

Sherry Arnstein's "ladder of citizen participation," addresses eight common types of citizen participation. Beginning with the highest level of citizen control, the Arnstein model is as follows:

8. CITIZEN CONTROL
7. DELEGATED POWER
6. PARTNERSHIP
5. PLACATION
4. COUNSULTATION
3. INFORMING
2. THERAPY
1. MANIPULATION

The Arnstein ladder places eight, seven and six as falling within a degree of citizen control while five, four and three are what she calls tokenism and two and one are non-participatory. [10]

By Arnstein's standards it would be possible to argue that CAP programs, for example, are laden with citizen participation since they have a degree of citizen control along with delegated power -- two of Arnstein's strongest indicators. However, this author questions the degree to which CAP agencies and other agencies which purport to have low income representation actually have a mechanism to

either enfranchise the poor or to accurately assess their needs.

A case study of the limitations of the CAP model as exemplary of low income citizen participation was conducted by Neil Gilbert in 1970. Gilbert interviewed 256 members of the Community Action Program neighborhood boards in Pittsburgh, Pennsylvania. Board members had been elected from the low income population, but less than 2% of those eligible voted in the election. This was found by Gilbert to be typical of CAP elections. The group interviewed was found to have backgrounds very divergent from those they "represented" on the board. Interestingly, 56% of the board members couldn't define which constituent group they were supposed to represent. Only 27.7% of the sample had ever used the services of a welfare or anti-poverty office. Gilbert found that what the board members had in common was their tendency to be "joiners," noting that 85.9% had previously participated in a voluntary organization. In his summary, Gilbert asserted that:

The board members stand above their supposed constituents: they earn more, money, they are more likely to own their own homes, and they're considerably more educated. [11]



Speaking to the same issue, Hampshire County Human Services Coordinator, Judith Eckhouse, has written:

The thrust of community action/citizen participation concept emerged not through the voice of the poor and the unrepresented citizen but through the work of upper class intellectuals who spoke, they thought, on behalf of the poor, speaks directly to the possibility that our system has prohibited the possibility that the poor can effectively participate on their own behalf. [12]

#### Needs Assessment as Participatory Community Research

The needs assessment methodology, as it is being used here, is a form of participatory research. Although this is an academic study, it has an element that is not always present in academic studies--the aspect of citizen participation. Participatory research differs from pure academic research in that the value of participatory research comes not only in the researcher's findings, but in the data collection process itself. Put another way, the act of collecting the data in this needs assessment may have provided some immediate and direct benefit to the respondent and the community as a whole. Although this may occur as a side benefit to many other academic studies, it is intrinsic to the needs analysis methodology that the

author employed. The result is a happy marriage between form and function. The participatory model is both effective as a method of collecting data as well as effective as a means of enfranchising the community. To that extent, it shares a heritage with the work of Paulo Freire [13] and others who have employed participatory models both because of their effectiveness (in Freire's case as a pedagogical tool) and because of their ability to empower.

An excellent conceptual framework for the development of participatory research methodology comes from an unpublished doctoral dissertation by Edwardo Aponte:

Unlike the pretensions of "scientific neutrality" of traditional social research, participatory research is clearly ideologically committed to social change. .

. . The research process and the results of the process should be of some immediate and direct benefit to th participants. It is very important that the participants (community) gain not only from the results of the research, but from the project itself.

Although Aponte stresses, more than this author, the need for the research to "politicize the people involved through consciousness raising," his conceptual framework is otherwise very similar to that of this author. Aponte also states that, "the research project should be addressed towards involving the community in the entire research project."

This author did not involve the community in all aspects of the research project, though he did include low income people in the defining process. It is not a disagreement with Aponte or others who maintain an ideological commitment towards community involvement as much as an essential economy. Community participation is a time consuming process. Although it may save some time by sharing the work, in a study like this it would actually require more of the researcher's time since he would be required to organize meetings and otherwise work to include community people in the process. As the methodology section will demonstrate, this author did include community members at every point where it was feasible to do so.

#### Coffing-Hutchinson Needs Analysis Methodology

The primary motivating literature behind the methodology employed in this study is Needs Analysis Methodology: A Prescriptive Set of Rules and Procedures for Identifying, Defining and Measuring Needs by Richard Coffing and Thomas Hutchinson. What Coffing and Hutchinson set out to do was to first develop a perspective from which to approach the issue of needs assessment and then develop a rather extensive set of guidelines through which to accomplish an assessment. While this author borrowed some of the techniques designed by Coffing and Hutchinson, it was their perspective that proved most useful. Coffing and Hutchinson state the purpose of their methodology:

"to develop a deliberate process for decision oriented inquiry into needs . . . to provide useful information about needs."

The authors define "need" as:

part of a lexicon which includes other terms such as "goal," "intent," "problem," "demand," "deficit," "expectation," "want," "aspiration," "desire," and others. . . . In common usage, one meaning of the word "need" is "something useful, required, or desired that is lacking"

Coffing and Hutchinson settle on their own definition of need as "a concept of some desired set of conditions; .

- • a concept of "what should be."

#### Other Needs Assessment Methodologies

Coffing and Hutchinson were certainly not the first or latest authors to suggest methodologies for defining needs. As a scientific inquiry, needs assessment is a relatively recent phenomenon, owing its roots to such disciplines as psychology, sociology and educational research. Hamilton Brush, in Recent Needs Assessments in American Education traces the history of scientific needs assessment back to 1945 with the development of Rath's and Metcalf's "Wishing Well" methodology. In the "Wishing Well," the researchers made up a great number of "I wish" statements and asked children to check off the ones that applied to them. The evolution of needs assessment followed the evolution of survey research, employing ever more sophisticated systems for determining need. [16]

Thus far in this review of the issues and literature of needs assessment, this author has explored the views and contributions of other authors and has tried to show that the concept of needs assessment stems from a desire of the needs analyst to provide data for decision making that is based on the needs of those who will both use and be affected by the data that is collected. To that end, the



concern falls with public officials and agency personnel who might make programmatic decisions based on needs data from people who must both participate in the data collection process, be affected by the analysis of the data and, hopefully, play some direct role in the development of the needs assessment and in its interpretation.

In the early sections of this issue/literature discussion, a case was made for the role of needs analysis data as an adjunct to community organizing and citizen participation. This discussion was not based merely on needs assessment as a detached methodology which could, among other things, be applied to real situations. On the contrary, the needs assessment methodology and the needs assessment itself may be viewed as tools which have no other major purpose but to serve as an adjunct to program planning or community organizing. By itself, a needs assessment is no more useful than a book on a shelf. It has little practical utility. But when combined with a concerted strategy for social change, a needs assessment becomes a powerful tool. Si Kahn expressed it clearly when he advised community organizers to be aware of existing studies and needs data as part of their arsenal for community change. Even the federal Community Services Administration, in its CAP Management Guide: A Planning Guide for Community Action Agencies stresses needs assessment as "phase one" of their prescribed planning

process:

The CAA planning process begins with the development and implementation of a needs assessment. The basic purpose of such an assessment is to identify and analyze the poverty problems in the community. [17]

The CAA manual goes on to suggest various methods for obtaining needs assessment data including the use of available statistical data. The manual concludes, however, that "the most fruitful approach is through structured community meetings."

These are less expensive than surveys and potentially provide for greater involvement of the poor and the development of their planning capabilities. [18]

While the CAA planning prescription at first sounds well meaning, it in fact leads to the trap that was discussed earlier in this section regarding the issue of agencies relying on limited samples for their needs data. CSA goes so far as to admit that needs assessments should be based on input from participants who are hand picked by the staff and board to "represent" the poor.

Planning effective community meetings involves determining who should attend, what concerns should be addressed (emphasis added), what procedures and group participation technique should be used and where they should be held. Representatives of the CAA board should be involved in resolving these issues and they may play leading roles in the meetings themselves. [19]

Rather than provide for meaningful involvement of the poor, the CSA guidelines only perpetuate the myth that the poor are involved. The "needs assessments" they suggest only enfranchise those already involved in the leadership (and staff) of the agency rather than those whom the agency should serve. The guidelines emphasize that

special efforts should be made, however, to ensure that representatives of various segments of the community, particularly those which are unorganized, attend. [20]

The literature on community action agencies as well as this author's experience suggest that such public meetings do not bring out the "unrepresented." Instead, such meetings, to the extent that they take place, are more likely to bring out friends and associates of the staff and board. Some public meetings held by Hampshire Community

Action Commission failed to attract more than a handful of people from outside the agency staff. In theory, CAP agencies are supposed to do extensive outreach, but the CSA manual provides for no monitoring procedures to be certain that such outreach takes place.

To its credit, the management of Hampshire Community Action Commission recognized the weaknesses in their outreach methodology and initiated this needs assessment study. This author has been informed that the federal Community Services Administration is aware of the Hampshire County Needs Assessment and is looking to this study as a possible model for CAP agencies throughout the United States.

### Conclusion

Regardless of whether social change is attempted through community organizing or participation, the issue of representation of the community remains a problem. This author has shown that a scientific needs assessment when conducted in conjunction with a well organized community organizing campaign or participatory agency can enable those involved to more accurately represent the needs of those they purport to serve. For this study, the concern focuses on the needs of the poor. The methodology, however, can be applied to virtually any population. Needs



assessments have long been used as a tool for educational administrators to better assess the needs of students, parents and teachers. The poor, while often "studied" are rarely asked to express their needs in their own words. While the final instrument was close ended and thus not fully representative of the words of each respondent, the instrument itself was created in "the words" of the low income definers who, in the tradition of the Coffing-Hutchinson methodology, helped produce an answer to the central question around which this entire report centers.

#### WHO, NEEDS WHAT, ACCORDING TO WHOM.

For this study, the question becomes "poor people's needs for social and human services according to the low income community." It is this author's strong conviction that the WHOM, poor people, are the most qualified to answer that question. Only by respectfully considering the needs of poor people, as expressed by poor people, can social workers, community organizers and social scientists begin to develop programs and campaigns to empower the poor to help themselves.



# FOOTNOTES

1. Alinsky, Saul. Reveille for Radicals. Vintage Books, New York, 1969, p. 54
2. *ibid.*, p. 56.
3. Kahn, Si. How People Get Power: Organizing Oppressed Communities for Action. McGraw-Hill, New York, 1970. p 62.
4. *ibid.*, p. 58
5. *ibid.*, p. 62 6. Piven, Frances Fox and Cloward, Richard. Poor People's Movements: Why They Succeed, How They Fail. Pantheon Books. New York, 1977. p. 297.
7. Mollenkopf, John. On the Causes and Consequences of Neighborhood Political Mobilization. Prepared for the annual meeting of the American Political Science Association. New Orleans, 1973.
8. Moynihan, Daniel. Maximum Feasible Misunderstanding. New York: The Free Press, 1969.
9. *ibid.*
10. Arnstein, Sherry, "Ladder of Citizen Participation," Journal of the American Institute of Planners. Volume 35, no. 4, July 1969, pages 216 to 224.

11. Gilbert, Neil. Clients or Constituency.  
 San Francisco: Jossey-Bass, 1970.

12. Eckhouse, Judith. Citizen Participation  
 in Social Action Planning: Where Ambiguity  
 Brings Ineffectiveness, will a planning  
 process clarify its goals? Unpublished.  
 Amherst, 1977. page 25.

13. Aponte, Eduardo. Participatory Needs  
 Analysis Methodology for Community Planning.  
 Unpublished Doctoral Dissertation. Amherst,  
 Ma, 1977. page 63.

14. Freire, Paulo. Pedagogy of the  
 Oppressed New York: Herder and Herder, 1970.

15. Coffing, Richard P. and Hutchinson,  
 Thomas E. A Needs Analysis Methodology: A  
 Prescriptive Set of Rules and Procedures for  
 Identifying and Measuring Needs. The Co-Op.  
 University of Massachusetts, Amherst, MA.  
 1976.

16. Brush, Hamilton. Recent Needs  
 Assessments in American Education. now The  
 Co-Op. University of Massachusetts, Amherst,  
 MA, 1978.

17. Community Services Administration. u  
 CAP Management Guide: A Planning Guide for  
 Community Action Agencies. Washington D.C.,  
 Community Services Administration. 1979.

18. ibid.

19. ibid

20. ibid

## C H A P T E R   I I

### HOW IT WAS DONE:

#### METHODS AND PROCEDURES

##### Introduction

The author has gone to great detail to explain virtually every aspect of the methodology. The detail may not be of interest to the average reader, but will be of use to any one who wishes to replicate all or part of the methodology as well as those who may wish to employ aspects of the methodology in other studies.

##### Population Defined

The first task of this study was to define, "low income population." A standard reference point was reached by examining the poverty level that is reported by the Federal Community Services Administration (CSA) as the figure from which various anti-poverty agencies calculate eligibility. CSA, in 1979, had a national standard of poverty which varied by family size and whether the family lives on or off a farm. The poverty level for non-farm families in all states except Alaska and Hawaii are as follows:

1 -- \$3,400; 2 -- \$4,500; 3 -- \$6,800;

4 -- \$6,700; 5 -- \$7,800; 6 -- \$9,000;

7 -- \$10,100; 8 -- \$11,200; 9 -- \$12,300

One can calculate the cut off figures for 200% of poverty by doubling the above income figures.

The next task was to determine a definition of low income for the purposes of this study. A careful examination was made of all available statistics in Hampshire County including the 1970 U.S. census, 1975 State Census and a 1979 survey of county residents that was conducted by the University of Massachusetts' Social and Demographic Research Institute (SADRI) under a CETA contract.

Based on this data, it was determined that approximately 30% of county households would fall within the 200% poverty guidelines that were reported earlier. The study's purpose was not to adhere to a strict or narrow definition of poverty as defined by any government agency, but to work with a looser definition that would include the poor, the "working poor" and families who are what might be called "lower middle class." While a family of four which earns \$13,400 annually is considerably above the poverty level, it is also low income enough to have financial difficulties in today's economy.

Further, this author wanted to be sure that he included the "transient poor" who hover above and below the poverty line depending on current circumstances. To include the transient poor as well as those who are above the poverty line but still "low income," it was necessary to set guidelines considerable above the poverty level. It was also noted that many social services are available to people who are above the federal poverty guidelines. Hampshire Community Action Commission, for example, uses 125% of poverty when determining eligibility for Headstart, fuel assistance, and other programs.

By raising the level to 200% of poverty, it became easier to design a random sampling methodology that would include the poverty group. Given limited resources, the size of the pre-screening sample (to be discussed later) had to be kept within limits. The pre-sample estimates indicated that only about 9% of the county's households would fall within 100% of poverty. Thus, it would have been necessary to conduct at least 10 screening interviews for every complete interview with a poverty household. That would have been an extremely expensive situation, one that this author was not prepared to advocate. Based on discussions with several social service workers in the county, it was determined that there are many families which are above the government's 100% poverty guidelines but are nonetheless functionally low income.



Having selected the population for the study it was also determined that some data would be sought from the population above the study's income guidelines. There were several reasons for this decision.

In order to obtain a random sample of the low income population, it was necessary to develop a screening procedure which would allow a low income sample to be drawn randomly from the population as a whole. Since it is impossible to obtain a list of "low income people," (a list does not exist), the only way to draw such a sample would be to go to a random sample of the population as a whole and ask respondents whether or not they met the income guidelines. But it is not advisable to simply ask a respondent whether or not she or he fits the guidelines. First, it would have been necessary to find out the respondents' income and family size. Simply obtaining that information is time consuming since it involves all of the field procedures needed to get into a respondents' home (see later section on field procedures). Second, it is extremely awkward to begin any interview situation by asking about income. Income is one piece of information that elicits a certain amount of embarrassment from the respondent. Even under the best of circumstances it is difficult to obtain accurate income information. But to maximize the chances of getting accurate income information it is best left for a time in the survey when the

respondent is most likely to be relaxed and comfortable with the interviewer. Such trust, if it ever comes, is most likely after several less threatening questions have been asked.

Needing to ask less threatening questions prior to obtaining income information was opportune for this study in that such questions provided the study with data that would be useful in the analysis. Therefore, it was determined that real interviews would be conducted with all willing respondents regardless of whether they met the study's income guidelines. All respondents were asked to report demographic information about each household member and to answer about 75 questions pertaining to their needs. These questions constitute what will be described in this report as the pre-screened section of the survey. The actual questions appear in Appendix A. along with their results. The question on the pre-screened section was about income. The respondent was shown a show card with incomes from 0 to \$25,000 broken down in one thousand dollar increments. Next to each income figure was a letter. The respondent was not asked to to "find the letter next to the category that most closely approximates your family's total annual income." They were asked to use their before tax income and to include all sources including wages, public assistance, and child support.

After obtaining the income information, the interviewer then verified the respondents family size (which had been determined earlier in the pre-screened section of the survey) and checked against the chart that appears in Appendix A to determine whether or not the household met or exceeded the income guideline. If the income guideline was exceeded, then the interview was politely terminated. If the family was within the guidelines, the interview continued. Efforts were made in either case not to reveal to the respondent that the continuation or the termination was the result of the income information. However, reports from the field staff indicate that many respondents were aware of the relationship between their income and the continuation of the survey. This apparently had very little bearing on their attitude towards the survey, their willingness to continue, or their candor in answering the questions, according to reports from the field staff.

#### Screening Interview Adds Strength to Study

In addition to assisting in screening out respondents above income guidelines, the opportunity to collect data about higher income people added considerable strength to the study. It provided this author data from which to make comparisons between the people below the income ceilings and those above. Although this is an analysis of the needs

of the low income population, it is extremely useful to have comparative data from which to distinguish which needs correspond to poverty and which do not. While it would have been too costly to administer the entire survey to those above the guidelines, it was quite feasible to administer a shorter survey which had high priority questions that would be asked of both groups. That screening survey yielded comparative data which will be used throughout the analysis.

### Field Tests

Finally, it was useful to obtain demographic data about the county as a whole. The data not only aided in the interpretation of the results of this study, but it can provide useful information to decision makers during the upcoming months while the data from the 1980 census is either unavailable or unofficial.

### Development of Survey Instrument

One of the most time consuming and important aspects of this study was the development of the survey instrument. The instrument was developed based on an adaptation of the Needs Assessment Methodology authored by Coffing and Hutchinson.



Although the instrument was ultimately constructed by this author, who takes full responsibility for it, the items used in the instrument were, for the most part, determined by a sample of low income definers along with another sample of definers from the social service delivery community.

The survey instrument was developed after extensive interviews with low income residents who were asked, among other things, to define what items they would want to see on a survey instrument. A different method was used to obtain the same type of information from staff members of social service agencies throughout the county.

### Definers Defined

The term "definer" as it is used in this study was coined by Coffing and Hutchinson as part of their Needs Assessment Methodology. A definer is a subject in the research study who helps develop the items that will later be used in the instrument. A definer is not necessarily an expert in survey research. In fact, the opposite is normally true. A definer is not a researcher; he or she is a subject. Coffing and Hutchinson, like this author, used definers to determine which items would appear on a survey instrument. The definers were the "WHOM" in the phrase that Coffing and Hutchinson used, "WHO, needs WHAT, according to WHOM." The "WHOM", according to Hutchinson



could be anyone that the researcher or his or her client decided to be a legitimate person to define needs. Usually, as is the case in this study, the WHOM would either be a client, a panel of "experts," or a sample from the (WHO) group which was to be polled. In the case of this study, the WHOM was a sample of low income respondents as well as a sample of social service delivery staff. The "WHO" is the county's low income population.

A definer does not necessarily have to be from the population that is being studied. This author, however, felt strongly that the majority of the definers should be from that population so the items on the survey would be generated, for the most part, by people of the same group as those to whom the survey would eventually be administered. The methodology does not specify that the definers should be randomly selected, only that they have the necessary knowledge or perspective from which to develop need statements that will be reflective of the population as a whole. Although the methodology does not specify an optimal number of definers, it does suggest that the number be kept large enough to provide a thorough list of potential needs, but small enough to be manageable.

In consultation with Methodology co-author Thomas Hutchinson, it was determined that 30 low income definers would be an optimum number. The author selected 30 because it is small enough to be manageable but enough to provide for a cross section of the low income community.

Although not all low income people are necessarily social service clients, it was decided that the low income definer group would be selected from a list of clients of Hampshire Community Action Commission's energy program and Community Resources Program. The Energy Program was chosen because its list was accessible to the researcher and because families eligible for Emergency Fuel Assistance were definitely within the study's income guidelines. The Community Resources Clients were chosen because that program did extensive outreach into the hilltowns and was in touch with people who typically did not come into contact with the social service delivery system.

Although the author conducted many of the defining interviews himself, he was assisted by staff from the Hampshire Community Action Commission's Neighborhood Center and Community Resources Project. Most of those who assisted the author in interviewing definers were CETA eligible staff members from HCAC. To qualify for CETA, the staff were likely to be from the 200% of poverty community that was being interviewed. It was felt that this staff would be especially qualified both because of their

identification with the definers and because of their training and experience. Further, as fellow low income rural residents, they were very much "in tune" with the people they were interviewing.

Interviewers were assigned to select individuals from the towns they worked in and to ask the individuals to:

Imagine that there were no social or human services in Hampshire County and we were going to design such programs from scratch. If that were the case, what programs, agencies, projects and services would you want to see included.

The above "stimulus question" was designed to elicit a free flow of need information and other comments which the interviewer would carefully record.

Often the stimulus question would not be sufficient to elicit an open ended needs articulation. The respondent would typically draw a blank and be unable to think of things that they consider to be needs. In that all too common situation, the interviewer was instructed to probe the respondent with further questions such as :

What are some of the problems that you and your family face in your daily lives.

Before long, in most cases, the respondent began to talk about their needs, their problems and their lives. Sometimes these were stated directly as needs whereas other times they were stated as problems or, in some cases, simply as long stories. One such story was provided by a 63 year old Easthampton woman. She had one child and another son who was a severely mentally retarded adult.

My husband left when my kids were small. ... One of my children was sickly. ... It took 1 1/2 years to get help. ... My lawn mower is broken. we get some food stamps but they got lowered because my income went up. Now there isn't enough.

These statements were recorded by this author and later translated into need statements such as:

Food stamps

Quicker social service response time

## Repair of household tools

By the time 30 definers had been interviewed, a list of 333 needs had been generated. The list appears in Appendix B.

## Social Service Agency Definers

While the defining interviews were taking place within the low income community another technique was being used to bring forth need statements from social and human service agency personnel. Some agency personnel had been interviewed to determine their perception of the needs and problems of the low income constituency and to determine the kind of information they wanted from the needs assessment. These interviews helped provide some needs statements for the survey and also afforded this author some early insight into the problems which helped in later stages of the research. In addition, the author attended meetings of social service agency personnel to take notes on their interactions and attempts to determine their information needs.



While both methods proved interesting, they were very inefficient as a means of developing the instrument. A more efficient method was suggested and implemented by Judith Eckhouse, the County's Human Services Coordinator. Ms. Eckhouse, in her role as Administrator of the Needs Assessment Project (defined later), circulated open ended questionnaires to more than 100 social and human service agencies throughout the county. The questionnaire asked the agency personnel to indicate what "your agency needs to know about the human service needs of the low income people of this county." 125 questionnaires were mailed. Thirty seven were completed and returned. The completed questionnaires, combined with data from the indepth interviews with agency personnel, generated a list of 95 needs statements. Those need statements appear in Appendix C.

Once the defining process had been completed, the author created two computer files of needs statements. One file contained all the needs articulated by the low income definers, and the other contained those needs statements and information requests articulated by agency personnel. Each list was arranged by logical categories and these were sorted alphabetically by the computer. Later, the two lists were merged and re-sorted to produce a master list. The list was checked for duplications which were deleted. Finally, the computer provided a list of about 400 needs

statements which were used in developing the instrument.

The entire defining process took about two months and involved 12 staff people, including this author.

### Instrument Development

A number of surveys were examined to consider important items that may have been used elsewhere. Also examined was a study conducted by the Social and Demographic Research Institute (SADRI) at the University of Massachusetts at Amherst. The SADRI study had been commissioned by Hampshire County CETA to determine the employment needs of county residents. Like this study, the SADRI survey used a random sample of Hampshire County households, but unlike this survey, they focused on the general population and did not oversample low income households. Nevertheless, the SADRI instrument was extremely useful as a source of potential survey items both because of the professional way which it was constructed and because of the potential yield of comparative data that could be obtained by comparing similar items from both surveys.

A few items were taken from a study which was designed to assess the needs of residents of Clarion County, Pennsylvania.

Despite some item borrowing from other studies, most items used in this study were generated from the needs list that was produced as a result of the defining interviews and questionnaires. Each need that was articulated by the definers was either included in the instrument or deliberately removed from the instrument only after consultations between this author and the Project Administrator. The final survey emerged after six drafts had been written and circulated for comments or field tests. The first draft, more than 70 pages in length, included virtually every need articulated by either group of definers. This draft was edited both because of length and because it contained items which, in the opinion of the project administrator, were inappropriate for a county sponsored needs assessment. Although this author takes full responsibility for the survey instrument, it should be noted that one of the constraints of the project was the fact that the project was sponsored by Hampshire County Commissioners and was federally funded. It was also the opinion of the Project Administrator, the county's Human Services Coordinator, that those items outside the jurisdiction of county based agencies should be kept to a minimum. As will be noted in the limitations section of the study, that necessitated cutting several potential items such as "nuclear power," "threat of war," and other items that were articulated by outside the jurisdiction of

any county based agencies.

In addition to consulting with the Project Administrator, the author circulated early drafts of the survey instrument to members of the Project Advisory Board, to project staff members (the Project Coordinator and field coordinators), and to various social service agency personnel who had requested to view a preliminary copy of the instrument. Though none of these reviewers had any formal authority to accept or reject items, all were invited to make suggestions to be decided upon by the author and the Project Administrator.

Finally, after all suggestions had been made and noted, a final preliminary draft was written and field tested. Several people were selected to act as subjects in the pre-test. In some cases, the pre-test subjects were aware they were helping to pre-test a survey and in other cases, they were led to believe that they were participating in an actual survey. There were various advantages to both methods. The former group tended to be more useful as critical judges regarding the quality of the survey since they were thinking about the survey's quality during the time they were asking the questions. Those in the latter group were less critical about the survey instrument itself but the pre-test situation was more nearly identical to the actual field situation that the instrument would face when finally adopted. Both methods



proved useful.

During the pre-testing and editing stage, several items were added and others were deleted. Many were changed so that the wording was clearer to the respondent. The health care section of the survey, for example, failed to meet the needs of one advisory board member who suggested several items for inclusion. Some of the items suggested were included though others were rejected either because the author felt them to be inappropriate, misleading or simply because they were extending an instrument that was already too long.

The final instrument, which appears in appendix A, was 36 pages long and had 505 items. The survey took as much as three hours to complete, in some cases; in other cases it was completed in as few as 30 minutes. The pre-screening section of the survey had 176 separate variables and took anywhere from 10 minutes to 40 minutes to complete. The mean length for survey completion was 30 minutes for the entire population. The mean length was 54 minutes when both the screening and post-screening sections were administered, and 24 minutes when just the pre-screening instrument was completed.

### Sampling



The sampling problems of this study were complicated because of the survey's concentration on the needs of the low income population. It was this author's intention to derive a sample large enough so that generalizations could be made about the low income population as well as certain sub-populations within the low income population. An initial proposed sample size (n) of between 500 and 1,000 cases was chosen based, in part, upon the recommendations of Seymour Sudman [1] among others. Sudman noted that national samples:

typically have samples of 1000 or more, but that regional studies vary considerably depending on the topic, but, as expected, usually have smaller samples.

Sudman suggested the 500 to 1000 range for regional samples with an "average number of subgroup analysis," but he did not define "average" or "regional". Calling Hampshire County a "region" would be an overstatement. Therefore, this sample is well within Sudman's margins. The 500 to 1000 sample goal was accepted.

Further corroboration of the sample size choice was established when the author applied a formula to determine the necessary sample size to create a .95 confidence interval. The .95 confidence interval allows the researcher to state, with 95% certainty, the degree to which the sample population resembles the population as a whole. The .95 confidence interval formula was applied to a hypothetical relative frequency of 50%. That formula, with that hypothetical relative frequency, yielded a confidence interval of plus or minus 4.4% for a sample of 500 and plus or minus 3% for a sample of 1,000. The 50% hypothetical relative frequency is the worst case situation since a confidence interval will be broader at that frequency than at any other. What this formula yielded for the author is the assurance that he can be 95% certain that any findings from a sample of 500 are at within at least 4.4% of what he would have found had he sampled every one in the entire county. With a sample of 1,000 he could be 95% certain that the responses would have been within plus or minus 3% of what he would have found had he interviewed every one in the county. These calculations assume a perfectly random sample. Although the author cannot claim that the final sample was "perfect," the sample was drawn using acceptable techniques for random sampling and great care was taken to assure a random sample.

One of the major sampling problems of this study stemmed from the fact that the sub-group the study was interested in represented only an estimated 30% of the county's households. There are no available lists of low income people from which to draw such a sample, so the only reliable way to draw a sample from the low income community is to draw a sample of the entire community and screen out those that do not fall within the sub-group that the researcher has defined for the population to be studied. There are other methods, such as cluster sampling, area sampling, or sampling among known individuals (Sudman), but these were all discarded as being unreliable for this study. Because of the largely rural nature of Hampshire County, cluster sampling was eliminated since cluster sampling requires the presence of large clusters or tracts of people that fit into the defined sub-population. There are no large tracts of low income people in the county other than low income housing projects. Those living in housing projects are not typical of low income county residents in general (there are no "typical" low income residents in Hampshire County--each segment is unique), so they could not be used to draw a sample which could be later used for generalizations to the entire county.

One of the drawbacks of random sampling for a "rare" population is cost. In order to reach the sample, the research team would have had to randomly sample a larger number of people from the total population. As the sample gets larger more time, money and other resources are required.

Fortunately, sufficient money was raised to make it possible to use a random sample. The decision was made to go ahead with a screening interview which would determine, among other things, whether the respondent fell within the income guidelines established for the study. Those guidelines, and the screening interview, are discussed under the section on instrument development.

## **SAMPLE SIZE**

The initially selected sample size, based on resources and preliminary estimates of how long it would take to complete the survey, was 1500. Because the actual field situation did not go as quickly as the author had hoped, the final sample for the low income sub-group of the population was 551. The total sample, including those in the pre-screening portion, was 2119. Initially, the author had decided that 500 would be a minimum sample size to be able to make reliable generalizations about the county low income population as a whole. The number had been doubled in anticipation of adequate resources, but at all times the



author was prepared to cut the sample if field conditions dictated. Since the sub-group had been estimated to be 30% of the county, the researcher/author selected an initial sample of 3.3 times the desirable sub-population (1500) to derive a total population sample of 4,950. This was quickly trimmed to 4,000 due to project start up delays. A 4,000 household sample, it was calculated, would yield an estimated 1,200 post screened interviews, more than twice the number needed for a reliable sample.

It was always understood that the field procedures might operate at less than laboratory precision, so the large initial sample allowed for a margin for error. As start up delays, winter weather, unanswered doors, biting dogs, vandals and other response cutting interruptions took their toll, it became evident, within a couple of months after start up, that cuts would have to be made in the proposed sample size.

With or without cuts, it would have been impossible to sample as many residents as were interviewed had it not been for a project extension that was arranged with both the County and the funding source. By the end of the data collection phase, a total of 2,119 usable interviews were completed of which 551 were within the 200% of poverty income guidelines. The actual number of completed low income interviews came to 26% of the total pre-screen sample, only 4% less than the author had estimated prior to



the start of the study. The 4% discrepancy between the estimated sample and the actual sample includes those respondents who were within the income guidelines but who did not participate in the long version of the survey as well as those respondents who did not provide enough information for the interviewers to determine whether or not they fit within the guidelines. The actual percent of households that were within the guidelines was about 29% less than 1% below the author's estimate and well within the 4.4% error margin that could be predicted from anticipatable random sampling error. As is evident, the author is pleased at the extent to which his pre-study estimations were corroborated by the final sample.

### Selection Process

The actual sample selection process was quite simple. A copy of the most recent town or city directory was secured for 19 of the county's 20 municipalities. For Middlefield, the county's smallest town, no street listing was available. To solve this problem, the author requested that a staff member from Community Resources, HCAC's hilltown outreach project, produce such a street listing. Within a few days, the staff member provided the survey research staff with a complete street listing for the town's 307 residents.

Directories were examined to be sure that the number of families listed was reasonably close to the estimated population of each town. In all cases, they were found to be close enough to be acceptable for this study's purposes. Then a  $n$  (sample size) was selected for each town. The minimum  $n$  selected for any town was 60 for the 307 person town of Middlefield. For that town, the sample reflected 60% of all households. For the county's largest towns, the sample size was set for 500. The author was not concerned about the fact that he had grossly over sampled the smaller towns since he anticipated that he would later be able to re-adjust the  $n$  for each town through the use of a weighting card in the computer analysis (see discussion on data analysis, later in this chapter).

### Field Procedures

#### Personnel

The initial plan was to hire an interview staff in June, 1979 and have the project completed by September, 1979. This would have allowed for data collection to take place during a time when New England is far kinder to those going door to door than it is during the winter. Due to delays from the funding source, the jobs were not advertised until October, 1979 and the actual hiring did not take place until early November, 1979.

The staff for the study consisted of a data collection supervisor, two field supervisors and 12 interviewers. In addition there was a Project Administrator (the Hampshire County Human Services Coordinator) and a Project Consultant (this author) who were not considered full time project staff. Since the project was funded by CETA, all full time staff had to be CETA eligible and be certified as CETA participants.

The following section will discuss the duties and responsibilities of each staff member.

#### Project Administrator

Project Administrator is a title assigned by CETA to the person legally responsible as an agent of the sponsoring agency. For this study, the Project Administrator, Judith Eckhouse, was the Hampshire County Coordinator of Human Services and acted as an agent of the Hampshire County Commissioners, the official governing body of the County. The Project Administrator, along with the Project Consultant, was responsible for securing the necessary funding for the project. In addition, she was responsible to the county and to the county's many social service agencies to be certain the study met the needs of the county and county based agencies. She was also responsible for personnel for the project, though much of the day to day personnel issues were handled by the Project

Coordinator. During the time the Project Administrator was hiring staff, she was assisted by a two person search committee consisting of the Coordinator of Community Resources (Patricia Regehr) and the Director of the Hampshire Community Action Commission Neighborhood Center (John Orleans). Finally, the Project Administrator, was responsible for interpreting the data to the County Commissioners and to various social service agencies within the county, though she was assisted in this task by the Project Consultant.

#### Project Consultant

The Project Consultant, this author, was responsible for the overall design of the study, the development of the instrument, the development of the sampling procedures, the development and writing of all necessary computer programs for both field procedures and analysis, the training of the staff and assisting the Project Coordinator and Field Supervisors with their day-to-day duties as requested and required. The Project Consultant also met with the staff from time to time to go over problems that arose during the field work. He also worked closely with the project Secretary, training her in computer entry procedures and supervising her work during her training period. The Project Consultant was also responsible for all data analysis and for writing the final report. In addition, he



worked with the Project Administrator in interpreting the survey to county officials and social service agency personnel.

The following staff descriptions are about the full time project staff.

### Project Coordinator

The Project Coordinator was responsible for the operations of the field operation. This included supervision of all full time staff, keeping track of the project budget, reporting to the Project Administrator and to the funding source. The Project Coordinator was also responsible, along with the Project Secretary, for entering data into the computer so as to keep track of the day to day operations of the field staff. She was also the one with the unfortunate responsibility of assuring productivity among the interviewers. That job included periodic meetings with those interviewers whose productivity was not up to standards that the Project Coordinator found acceptable. The Project Coordinator worked closely with the Project Consultant and the Project Administrator as well as with all full time staff and CETA personnel.



### Project Secretary

In addition to her administrative duties, the Project Secretary was responsible for daily entering summary data into the computer to produce summary reports (discussed later in this chapter).

### Field Coordinators

The project employed two Field Supervisors whose job assignments included serving as a resource to the interviewing staff as well as editing survey instruments and assisting the Project Coordinator in her administrative duties. The Field Supervisors worked out of the central office as well as field offices that were set up on a temporary basis in different towns throughout the county so that the Field Supervisors could be in frequent communication with the staff.

### Interviewers

The backbone of the staff were the 12 interviewers who were ranged over entire county to collect the data. The total number of completed interviews ranged from a high of 332 to a low of 66. Most interviewers completed about 200 interviews through the course of the project.

Originally, the interviewers were supposed to enter the data on to optical scan sheets, but time permitted very little of that. Two of the interviewers were kept on the project staff after the data collection had been completed to work as data entry operators on the computer terminal.

### Staff Training

All personnel hired to work as interviewers were required to read a 33 page training manual and participate in a week long training session prior to their field work.

The manual, developed by this author with assistance from the Project Coordinator is attached in Appendix F. Both the manual and the training program were designed to provide the interviewers with all the details necessary to conduct their jobs as well as a broad overview of what was being done and how the study was developed. The outline of the training pack is as follows.

- I. Purpose of the Study
- II. The Survey Instrument  
How it was Developed
- III. The Sample
- IV. Previous Studies
- V. Sampling Theory
- VI. Steps in Carrying Out a Survey
  - A. Formulating Survey Objectives
  - B. Designing the Survey
  - C. Interviewing the Selected

#### Sample

- D. Editing and Coding Responses
- E. Tabulating Coded Responses

Reports F. Analyzing Data and Writing

Content of Survey Questions

- A. Behavior
- B. Attitudes
- C. Environment
- D. Personal Descriptive Data

VIII. Principles of Confidentiality and Objectivity

- IX. General Principles for Interviewing
- A. Initial Contact
  - B. Facts to Tell the Respondent
  - C. Some Situations Encountered in

the

Field

- X. General Guidelines for Administering the Questionnaire
- A. Recording Answers
  - B. Asking the Questions
  - C. Probing

XI. Using the Survey Instrument

- A. Show Cards
- B. Sample Page of Instrument
- C. Special Instructions
- D. Coding
- E. Open Ended Questions
- F. Closed Ended Questions
- G. Entering Numbers

XII. Administrative Matters

- Office
- A. Keeping in Touch with the
  - B. Preparing for the Field
  - C. Filling Out the Forms
  - D. Appearance
  - E. Staff Policy
  - F. Contact Sheets

The training program was designed both to reinforce the information in the manual and to give the field staff experience in actually administering the questionnaire. Perhaps the most useful aspect of the training program was the role playing where one staff member would play interviewer while another played respondent. This was done in pairs and in front of the entire group. After many repetitions, the staff became more expert at administering the survey. The last day's training consisted of going into the field to conduct the survey. At that point, interviewers had another opportunity to meet with the Project Consultant to go over problems and receive feedback. By the end of the training, the staff was well equipped to administer the survey. In addition, they knew something about the theory of questionnaire design and sampling as well as the purposes for this study. Finally, they knew a great deal about the importance of randomness, confidentiality, reliability and objectivity.

### Personel Problems

The Project Director and, ultimately, the Project Administrator were responsible for dealing with any personnel problems. Although most of the staff performed admirably, there was one staff member who was caught falsifying interviews.

A built in check procedure for the survey was a request that the respondent provide his or her telephone number so that a Field Supervisor could call the respondent to determine how the respondents were perceiving the interview process. This allowed Field Supervisors to determine first whether the interviewers had actually conducted the interview and second how, in the opinion of the respondent, the interviewer conducted himself or herself. This monitoring system, for the most part, proved that the survey staff was doing the interviews and were making a positive impression on the respondents. However, a spot check of several respondents showed that the afore-mentioned interviewer was "curb stoning." He was, in some cases, completing the surveys himself and submitting the falsified interview schedules to his supervisor. The Project Administrator and Project Coordinator terminated his employment and removed all his surveys from the completed data file. Each of his surveys was individually checked and it was found that many were legitimately completed while some were fabricated. Those that were found to be genuine were re-entered into the data base while the others were discarded and re-assigned to another interviewer. Most of the other personnel problems were not administrative but came in the form about staff complaints of difficult working conditions. Some staff complained about long hours and having to work after dark



during cold weather. There was also general concern at one point due to CETA's long delay in reimbursing staff for automobile expenses. That was resolved after the staff jointly pressured CETA to speed up the payment. Problems with delays in CETA payment to staff and consultants have been an issue since the project began.

Despite the problems, most staff members remained on the job and performed very well.

### General Field Procedures

No matter how well a survey is designed or how carefully the sample is derived, the ultimate success or failure of a survey depends on the field and office procedures.

In this study, a great deal of care was taken to be sure that the staff was of the highest caliber and properly trained in procedures. That care continued throughout the study to assure that procedures were clear, updated when necessary, and carried out precisely.

Next to the personnel, the most useful resource that was available to the study was its access to the University of Massachusetts Cyber Computer. It is not uncommon for surveys of this size to use a computer to analyze data. What is unusual about this study was the extent to which computers were used at every stage to help assure smooth operations and reliable sample management. Even the final

typing of the report was done through the University Computer, using its RNF Word Processing system to type and print the text and data tables. Additional word processing and data analysis were done via an APPLE II 48 K microcomputer which operated both as a stand alone computer and in interface with the University computer.

### Sample and Respondent Management

Once the sample was selected, the Project Secretary entered names and addresses into the Cyber computer via the use of a rented Digital Decwriter IV computer terminal (hereafter referred to as the "terminal"). To minimize errors, the data was entered via an interactive BASIC program that was written by this author. The program allowed the Secretary to enter the data in logical sequence and spared her the bother of entering town names, zip codes and case numbers. These items were entered automatically by the program itself. The Secretary would enter the sample directly from the street listings of each town after the sample had been selected and marked into the listings.

While the Secretary was entering the sample into the computer, the Project Coordinator was determining the order in which the towns would be surveyed. It was determined that the "hilltowns" would be sampled first as they had a colder climate and were more difficult to reach during the winter because of narrow and poorly plowed roads.

### Sample Members Informed of Survey

Two weeks before interviewers were scheduled to go into a town, the computer was used to print gummed address labels so that each member of the sample could be sent a letter informing him or her of the survey and the fact that he or she had been randomly selected to participate. The letter also gave the telephone number of the project office and instructed sample members to telephone the Coordinator if they had any questions. This procedure helped minimize the common survey problem of respondents feeling nervous about the legitimacy of a survey and therefore refusing to cooperate. Fears that the survey is not confidential, not important or not really a survey (perhaps the "interviewer" is really a thief or assailant) tend to be lessened by such letters. In addition all newspapers and radio stations in the county were sent public service announcements and press releases about the survey so as to inform readers that interviewers would be in town. Finally, the names and automobile license numbers of all interviewers were sent to police chiefs of all towns in the county in case any residents reported them as suspicious persons. This in fact happened several times in some of the smaller towns. One Hilltown resident called the office to be certain that the interviewer was not the same person who had burglarized her neighborhood earlier that week.

## Contact Sheets

In addition to printing mailing labels, the computer also printed 8 1/2 by 11 contact sheets which contained the name and address of each sample member as well as the case number and places to enter the history of the attempts to contact the sample member. The sheet had a box with four lines on it in which the interviewer placed information about each attempt to reach the respondent. The contact sheet also had places for the interviewer to code summary information about the respondent that could be entered into the computer for the daily update (discussed later). That information included the sex of the respondent, the town, the interviewer's number, and whether the respondent was within or above the study's income guidelines.

Finally, the data file of sample names and addresses was used to print 3 copies of a master sample log. The log listed the entire sample in order of their case numbers and included names and addresses and places to indicate whether the respondent had been contacted and what was the disposition of the interview. These logs were kept in the desks of the Project Coordinator and Field Supervisors and were destroyed after the completion of the data collection process. The only copies of the logs are on computer tape and are accessible only to this author. They will be destroyed (magnetically erased) after the final report is published.



## Procedure for Assigning and Conducting Interviews

In most cases, the sample members were entered into the computer directly from the street listing and therefore were in geographical order since street listings are normally organized by streets. In some towns, the street listings were done alphabetically by name rather than street so the computer was programmed to re-sort the listings by street address. All sample members were assigned a four digit case number beginning with 1001. The case number remained with the case through the final analysis of the data.

When it was time to send interviewers into a particular town, the Project Secretary ran a computer program that produced separate contact sheets for each sample member. The program was implemented from the remote terminal in the Florence office, but the contact sheets were printed by the high speed printer at the University Computer Center. Because the sample was entered or sorted in geographical order, the contact sheets were printed in that order. They were picked up by the Project Coordinator and assigned to a Field Supervisor who in turn assigned contact sheets to individual interviewers. Efforts were made to provide interviewers with contact sheets in the same area to avoid unnecessary travel.



The contact sheets were sorted into stacks of 10 and given to the interviewers to be included in their Field Packet. The Field Packet contained the following:

- Map of town being surveyed
- Surveys
- Contact sheets
- Show card booklet
- Letter of introduction from County Commissioners
- Interviewer identification badge
- Folder to store completed surveys
- Number 2 pencils
- A pad of blank paper

The procedure that the interviewer was to follow in the field was written on page 32 of their training manual and is summarized as:

1. Make the initial contact in person
2. If the sample member is not home, leave a note (form was provided for the note). If the sample member is busy, schedule a more convenient time.
3. Return a second time, but at a different time of the day than your initial visit.
4. If, after 3 visits, no contact with the sample member has been made, contact your

Field Supervisor and a telephone call will be made to attempt to arrange an interview

If, after step four, it was still impossible to contact the sample member, that name was dropped from the sample and a substitute sample member randomly selected as a replacement using the same city directory and procedure as was used earlier.

Once the survey had been completed, the interviewer was responsible to be sure that everything entered was legible. Space was provided on the instrument for comments that the respondent may have made, and the interviewer was to be sure that these, too, were clear. The completed survey instrument, with the contact sheet clipped to its front, was then turned into the Field Supervisor who was responsible for checking the instrument and editing any correctable errors. The Field Supervisor also took certain open ended questions and assigned machine analyzable numeric codes to the answers. Some questions, like "which radio stations do you listen to," were deliberately left open ended but later coded with numeric codes. The same was done with some of the general problem statements that appeared in the post-screened section of the survey.

Once the instrument had been cleaned by a Field Supervisor, the forms were submitted to the Project Coordinator who removed the contact sheet from their fronts and placed the instrument in a safe storage area so that they could later be coded into the computer. Once the contact sheet had been removed, the only identifying marks on the instruments were the case numbers. From this point forward, the procedures called for never again linking the case number or completed instrument with the name or address of the respondent. This confidentiality procedure was followed through the completion of the study.

#### Daily Computer Updates

Once the instruments had been completed and filed, the contact sheets were given to the Project Secretary who used a BASIC program, written by this author, to enter summary data from the contact sheets into the computer. The program was an interactive program that allowed the Project Secretary to enter case number, town, sex of respondent, interviewer number, date of interview, time of interview, and whether or not the respondent was within or above the income guidelines. The program was designed so that non-standard data would not be accepted. If non-standard data were entered, a fatal error message would be printed by the computer and the Secretary would be asked to re-enter the data. Although this did not totally

eliminate coding errors, it minimized them considerably.

From time to time, or at least once per week, the Secretary or Project Coordinator would implement another program that was designed to analyze the daily update file to provide the Coordinator with information about the progress of the data collection operations. The program was written in SPSS, but was implemented via a two word command that initiated a procedure file that in turn ran the programs. It was not necessary for the Project Staff, other than the Project Consultant who was not always on site, to be familiar with SPSS in order to run the program.

The SPSS program produced a crosstabulation indicating the status of the surveys by town, sex, data and interviewer number and by whether the respondent was within or above income guidelines. This crosstabulation was posted so that it could be used not only by the Coordinator but by individual interviewers to judge their progress. Interviewers were identified by number only so as to avoid any embarrassment or unnecessary competition among interviewers.

Using the crosstabulation produced by this system, the Coordinator, on a weekly basis, was able to determine where staff needed to be placed. If, for example, she found that less than 40% of any town's sample were men, she would know to instruct interviewers to seek more interviews with male household members (this survey, like most, would

typically reach more women than men). It was also possible, from this crosstabulation, to determine how many interviews were within guidelines or above. Towards the end of the project, when time was running short, these print outs become extremely useful in that they allowed the Coordinator to make her resource allocations based on clear information about the types of interviews that had been completed in each town. The data was also useful for evaluating the performance of each interviewer since it gave a regularly updated accounting of each staff person's surveys by date, time completed, town, sex of respondent and income of respondent.

### Data Entry

The next step in the data analysis was to enter the actual survey data into the computer. Two systems were used for this purpose.

### Optical Scanning

When the survey was designed it was envisioned that optical scan sheets would be used to enter data from the survey instruments into machine readable format. The survey instrument was designed with column numbers next to each variable so that the coders could later transfer data directly from the survey instrument to an optical scan sheet. This eliminated the costly step of creating coding



sheets. It also eliminated the need for key punching.

Although key punching can be less time consuming than filling out optical scan sheets, it requires special skills, training and equipment. It was hoped that the project staff, during inclement weather or at other times when they were not surveying, would complete the scan sheets.

More than 150 surveys were entered on to optical scan sheets. The problem was that the long (post screened) surveys were taking up to 45 minutes each to code. Although the optical scanning could be done with very little training and no special equipment, the staff filling out the forms were complaining that it was causing muscle cramps, was extremely tedious and was simply unpleasant work. Also, the winter of 1979/1980 had very few days that were too stormy to allow sending interviewers into the field. The Project Coordinator determined that collecting data was a higher priority than entering it, so she only had people do coding on the rare occasions when there was a need to keep them out of the field. That was good for the data collection operation but not good for the coding one.

As the project was coming to an end, it became clear that the optical scanning procedures were taking too much time and that an alternative coding method was in order.

### Direct Data Entry

The data entry system developed by this author involved writing a lengthy BASIC program that allowed a computer terminal to simulate a key punch machine so that it could be used interactively for direct data entry. The program was similar to the one used to enter data for the daily updates, though it was far longer and more complex.

Direct data entry is normally a simple procedure in which the terminal operator types the data directly on to the computer disk either in a text entry mode or in an edit mode. The problem, in this situation, was two fold. First, there was a tremendous amount of data per case. Each case had up to 600 columns of data. It would have been extremely difficult for even an experienced terminal operator to keep each bit of data in its proper place since all available computer terminals have very poorly defined column indicators. It would have been feasible only if the operator had used a terminal with an optical column readout; no such terminal was available to this project. The other problem was that the survey instrument had been pre-coded for optical scanning. All the variables were marked with a column and scan sheet number so as to make

optical scanning directly from the instrument feasible. This would have made life very difficult for a key punch operator whose equipment is designed for 30 column formats. It would have at least required an extra coding step which would have been almost as time consuming as using optical scan sheets and which would have had to be followed by key punching which, even under the best of circumstances, is expensive and time consuming. The interactive BASIC program solved both problems because it allowed the terminal operator to enter the data directly and interactively from the survey instrument. The first few variables (such as town and length of interview) were entered one at a time in response to a prompt from the computer. For these variables, there was no possibility of data being entered in the wrong column since the computer was programmed not to accept data that failed to meet the specifications. As a result it would not be possible for the operator to enter the wrong number of digits for a response, though it would be possible for a non-fatal error to occur such as entering 02 for Amherst instead of 01. The final question that was entered on at a time was whether the survey would be continued. A "1" indicated that it would be a long program and thus prompted the computer to expect five full columns of data. A "2" indicated it would be a short survey and thus prompted the computer to terminate the entry program after only two

lines of data were entered. The next thing the program did was to provide the operator with a scale to determine what column number was being entered at any given time. The terminal printed a scale of column numbers and then positioned the printer at the appropriate column to begin entering data. Without this scale the operator would have no information as to what column she or he was entering data for. A scale was printed for each line of data until the computer had accepted all the data at which time the program terminated and the data was entered into a permanent disk file. At the end of each data entry shift the operators implemented a program which made two tape copies of all data to insure against data loss through an unforeseeable failure of the computer's disk storage system.

It took only a few minutes to train operators to use this system. After some practice it was much faster than optical scanning. Although it was slower than what an experienced professional key puncher would have done with modern key punching equipment it was clearly advantageous for this study. Not only would this instrument have been difficult to punch on an eighty column key punch (the only ones available); it would have been extremely difficult for an inexperienced operator. It is far easier to train an operator to do direct data entry through an interactive program that forgives very few errors than it is to train someone to key punch.



## Checks Against Data Entry Errors

Because the data was entered directly on to disk, it was possible for this author to do periodic checks on the accuracy of the data entry from any remote computer terminal without having to go to the Computer Center. In fact, on many occasions, he did data verification from a remote terminal in Boston, more than 100 miles from where the entry operators were working. Accuracy was determined by examining key variables for which only a few legitimate responses were acceptable. One such variable was sex of respondents and other household members. The only acceptable codes were either a "1" (male) or a "2" (female). If any other codes had been entered, it would clearly be an error. There were other check variables throughout the survey--usually they were yes or no questions for which only a "1" or "2" would be acceptable. By periodically examining those variables, the author was able to determine the operators were making very few errors. When errors were detected, they were corrected by this author using the computer's XEDIT procedure.

One serious problem with the data entry system was not discovered until all data had been entered. The BASIC program language, when writing secondary data files, does not recognize leading or trailing blanks. On 331 of the 551 long cases, there were either trailing or leading



blanks. This was detected after a careful examination of an early frequency distribution. The author discovered a larger than expected number of blanks (no responses) for the question, "do you own a car." The author checked with one of the data entry operators who informed him that most of these had been coded as either a "1" or "2". It took this author about 30 hours, but the problem was corrected after manually checking each survey instrument against the line of data. This problem could have been avoided had the operators been instructed to enter a hyphen (-) or other non-numeric character in place of blanks. The non-numeric characters could have been edited latter into blanks which would have been recognized appropriately as non-responses. Despite frequent tests, these errors were not detected until an entire frequency distribution had been run since they only appeared on one of the later variables in the last two lines of data. The problem also demonstrates the importance of not destroying survey instruments until the analysis is totally complete and verified. The instruments took up a great deal of office space but had they been destroyed, this problem could not have been corrected.

After the aforementioned problem had been corrected, the author performed numerous other tests and inspections of the data to be sure that it was clean. The data was found to be in excellent shape and the author is certain the final analysis contained in accurately reflects the

data as collected.

This is not to claim that there are no errors in the more than one million bits of data that went into this analysis. Since humans were involved at several stages of the data entry, including verification, there is reason to suspect that some errors slipped through. One test that assured the author that the data is in excellent shape was a careful examination of a non-recoded frequency distribution to check for illogical responses (such as a "3" for a yes or no question or a "5" for a four option question). Very few of these illogical answers were found. In the few cases where such illogical answers were found, they represented less than 1% of the responses for the variable. In those cases, the illogical answers were recoded as blanks and considered missing data so as to have no effect on the analysis.

### Data Processing

The data has been analyzed using the Statistical Package for the Social Sciences (SPSS) Version 8.0. The SPSS system was developed by Norman Nie and Associates at the University of Chicago. It is based on Fortran and other program languages and allows the user to perform many types of analysis without having to write programs from scratch.

SPSS was supplemented, at various times, by BASIC programming language. BASIC was used not only to write data entry programs to assist in the writing of SPSS programs. It was very valuable in helping to write weighting programs in SPSS. BASIC not only helped calculate the appropriate weights, but it wrote the formulas directly into an SPSS program file so as to be certain that the complicated equations were properly entered, thus avoiding the possibility of typing errors affecting the accuracy of the programs. A very small amount of data manipulation was done via an APPLE II microcomputer, though most was done through the University of Massachusetts main frame time sharing system.

### Weighting By Towns

It was stated earlier that the survey teams deliberately over sampled small towns so that the sample size for those towns would be large enough to produce reliable information about each individual town. Very little data about individual towns appears in this report, but it has been used in other reports from this data base. An example of oversampling is the town of Middlefield whose 307 residents represent only .2% of the total county. In this survey, Middlefield represents 1.6% of the sample. Had Middlefield been sampled in accordance with its actual population, the sample of Middlefield residents would have

been only 5 households, far too few to make any generalizations. Instead, 60 households, 33% of the entire town) were sampled. It would have been prohibitively expensive and unnecessary to sample 33% of such large towns as Amherst or Northampton, so they were sampled at about 250 or less. The problem was that the data base, as originally collected, was over influenced by the smaller towns. This actually was not a problem since it was anticipated at the beginning and its solution was built into the original methodology and proposal.

To solve the problem a weighting variable was created to readjust the weight for each case so that its value, for each variable, was proportional to the actual representation that town was entitled to be based on its proportion of population relative to the entire county. Most of the analyses in this study are reflective of the weighted variables so that the reader can be certain each town is properly represented. This allows the analysis to take full advantage of the 60 cases from Middlefield, but to adjust them so that their actual influence counts as though they were only five cases. It is as if each Middlefield response is counted as 1/11th of a response as a way for accounting for the fact there are about 11 times too many responses from that town. The actual weighting percentages were worked out through a BASIC program and are accurate to within 8 places to the right of the decimal



point.

The general weighting procedure is only used when analyzing data for the county as a whole. When a particular town is examined (such as the case of parking in Northampton, Ware and Amherst), no weight factor is used. When a region of the county (such as the Hilltowns in the food section) are studied, a special weight variable for that region is employed.

### Chapter Conclusion

While there were many unique and innovative methods employed in various aspects of the survey from the conceptual methods to the data entry, the most significant aspect of the methodology may be the general concept of using constituency definers to help determine survey items. More than any other aspect of the methodology, this defining process shapes the content of the survey and allowed for the development of an survey instrument which is not only the product of a social scientist but is a culmination of an inclusionary process that enfranchised both the low income constituency and the social service client population in the development of the survey.



As indicated earlier, an instrument can only measure what it asks. It is the author's opinion that this instrument is highly reflective of the needs of the people who were filling it out and thus offers a superior methodology for the assessment of needs than does an instrument developed solely by social scientists or other professionals.

#### FOOTNOTES

- (1) Sudman, Seymour. Applied Sampling. Academic Press: New York. 1976.

## C H A P T E R   I I I

### THE COMMUNITY SPEAKS: FINDINGS AND DISCUSSION

#### Demographics and Housing

#### Preview of Significant Findings for Housing and Demographics

As income declines, likelihood of home ownership declines.

Hampshire County Residents, regardless of income, tend to be long term residents of both the county and their homes.

Home owners have larger homes and are far happier with all aspects of their homes than are home renters.

The amount a family pays for housing correlates only slightly with per capita income.

Nearly half of the home renters find it "hard to pay rent most months."

Nearly a third of the 200% poverty population has a rent subsidy of some kind.

Poorer tenants are more likely to "plan to buy their own home" than are tenants with higher incomes, though they are less likely to have a time in mind when they plan to buy the home.

People living in apartment complexes are more likely to be satisfied with their housing conditions than tenants renting units in smaller buildings or single family homes.

Residents of elderly housing projects are very satisfied with their accommodations.

### Population Of Towns

Table 1 presents the total number of people for each town in the county. Also presented are the percent of households that fell below the noted poverty levels. The approximate number of people for each category can be calculated by multiplying the percent by the total number of persons in the town. That data would only be an approximation and is not presented here because of the concern that it could be interpreted too literally. The total number of persons is not derived from this study but from data provided by the Lower Pioneer Valley Regional Planning Commission. This federally recognized agency is charged with making general population projections for the region. The percentage of people by poverty level is based on the results of this study. Poverty level was determined by using Community Services Administration (CSA) guidelines

and data was recoded so that family size and income were considered in determining poverty level (see Methodology section).

### Housing

Although the actual number of housing units in the county could not be determined by this or any other random survey, it is being reported based on the preliminary (and unofficial) results from the 1980 U.S. Census. The 1980 preliminary census estimates that there are 46,617 housing units in Hampshire County.

Data for the tables that accompany this discussion is reported primarily for three income groups. : The population in general; below 200% of the federal poverty line (hereafter referred to as 200% of poverty) and below 100% of the federal poverty line (hereafter referred to as 100% of poverty). These categories, unless otherwise noted are inclusive. That is the "total population" includes everyone--including those below 200% and 100% poverty. 200% poverty includes all people at or below 200% poverty including those below 100% poverty. 100% poverty includes only those people who are below 100% of the federal poverty guidelines. During this and subsequent discussions, 100% poverty and "poverty" may be used interchangeably. In any crosstabulations that are used, the data will be both inclusive and exclusive. Data will be reported for the

population as a whole and for each sub-group within the population. In some cases, data will be reported for those below 200% poverty but above 100% poverty. The occasions will be so marked.

Table 2 provides information on household size for the population in general and breaks it down by children and adults as well as by poverty level. The mean household size for the county as a whole is slightly over 3 persons.

Although the Table 2 gives the initial impression that family size decreases as income decreases, the opposite is true. The Pearson correlations supplied in Table 2 indicates a reasonably sharp negative correlation between per capita income and family size. As income declines, family size gets larger. This is true for both number of adults and number of children per household.

#### Type of Dwelling And Type Of Household

Table 3 provides information as to the kinds of dwellings people occupy. It is organized according to poverty status.

Seventy four percent of county's households live in single family houses, but the proportion drops rapidly with drop in income. At 200% of poverty it is 53% and at 100% poverty it is only 31%. The same is true, but to a lesser extent, with the type of household (Table 4). Eighty four% of county residents live in a family setting while 71.5% of



those below 200% of poverty and 49% of those at 100% poverty live in family settings. Seven percent of those at the poverty level live in elderly housing while the percentage for the total population living in elderly housing is only .8%.

#### LENGTH OF RESIDENCE

The mean length of residence in the county is 28 years (median is 25) while for 200% poverty it goes up to 32 years (median is 27) and at 100% poverty the median is 27 years. The Pearson correlation between length of residence and per capita income ( $-.05$  at  $.001$ ) shows relatively little relationship. The slight curve shows that length of residence increases slightly as income declines. This phenomenon, to the extent that it is present, can probably be explained by the relatively high number of elderly residents within the poverty group (32% of the respondents at poverty level were 60 or over as compared to 25% of the total population being 60 or older.

#### Size Of Homes

The "average" home in Hampshire County has about 6.25 rooms with a little under three bedrooms. Table 5 indicates size of home by poverty status.

As Table 5 indicates, there is relatively little relationship between income and the size of one's home. The main difference is between rented homes and owner occupied homes. Home owners tend to live in larger dwellings than renters. Of course, home owners tend to be from higher income groups. A Pearson correlation between home size and income shows a slight correlation of .10 at .001 indicating that as people's income increases the size of their home increass but not greatly.

### Condition of Housing

Even more important than the size of housing, in most cases, is the condition of the housing. As Table 6 indicates, home owners are far happier with the condition of their housing than are renters.

Table 7 shows the extent to which housing is a problem or serious problem. Fewer than 6% of home owners express problems with housing as compared to 22% of renters. A Pearson correlations of .23 at .000 indicates a definite trend between home ownership and a lack of housing problems.

Table 9 shows the relationship between home ownership and ones personal evalution of the condition of his or her home. A similar trend and similar Pearson correlation show that home owners are more satisfied with the condition of their home than renters.

Table 10 breaks down the same variable by poverty status, regardless of home ownership status.

For the population as a whole, about 10% found housing to be a problem or a severe problem compared to more than 23% for those below 100% poverty. The Pearson correlation between housing satisfaction and income shows a very mild decrease in problems as income increases. A strong curve emerges not in the relationship between income and housing problems but between ownership status and housing problems. There is no doubt that owning one's home reduces problems with housing. A Pearson correlation between ownership status and housing problems shows a definite curve towards owners being less likely to complain of housing problems (.29 at .001). Even when income is removed as a factor, the partial correlation remains a strong .27 at .001.

#### Correlation Between Home Ownership Status and Income

A series of partial correlations between home ownership status, per capita income and satisfaction with housing demonstrates the expected trend. As income goes up, the self-perception of housing condition goes up (.20 at .001).

Even when controlling for per capita income, home owners tend to:

- Pay slightly higher housing costs (.10 at .001).
- Have less problems [V8A] (.27 at .001).
- Have less heating problems [V8B] (.10 at .001).
- Find their homes warmer in the winter [V12] (.19 at .001)
- Remain in their homes longer [V14] (.29 at .001).
- Plan to remain in their homes longer [V15] (.31 at .001).
- Have more rooms in their homes (.28 at .001).
- be more satisfied with the overall condition of their homes [V20] (.23 at .001)

Table 11 is a crosstabulation between overall condition of home and poverty status.

Table 11 shows that the relationship between poverty status and housing satisfaction moves in the same direction as does that as ownership status and housing satisfaction but not as sharply.

Predictably, there is a clear correlation between housing satisfaction and self-perceived housing condition. The better the condition of one's home, the less likely one is to express problems with housing.

### Cost of Housing

Table 12 indicates the relationship between home ownership, poverty status, and the cost of housing. Those paying the highest monthly housing costs are owners above the 200% poverty level, while those paying the least are renters at or below the 125% level. As a general trend, the cost of housing rises with per capita income, but not greatly. The Pearson correlation between housing costs and per capita income is .12 at .001.

One interesting observation is that the cost of mortgages for home owners below 100% poverty actually exceeds that of any category except those over 200% poverty. It appears that those at the bottom and those towards the top are most likely to pay more for their housing.

### Hardship to Pay Rent

In the post-screened section of the survey, those below 200% of poverty were asked "how much of a hardship, if any, is it for you to pay your rent most months?" Their responses appear in Table 13. Forty six percent of the tenants find it very hard or somewhat hard to pay their rent most months. Nineteen percent find it very hard. For the under 100% poverty group, 24% find it very hard versus 14% of those over 100% poverty.



### Rent Subsidies

Table 14 shows the percentage of persons with rent subsidies broken down by 200%, 125%, and 100% poverty. Unfortunately, there is no data here for the general population. While there are 176 variables available for the entire population, only eight of the 36 pages of the survey were administered to persons above the 200% poverty level. This leaves out about 70% of the population from many of the comparisons. Nevertheless, as this is an assessment of low income needs, it does not affect the general thrust of the study.

Twenty eight percent of the sample below the 200% of poverty level have rent subsidies, while 33.% of those at 125% poverty and 25.6% of those at 100% poverty have subsidies. The correlation between having a rent subsidy and per capita income is relatively small (.1132 at .047).

### Housing Satisfaction by Dwelling Type

In Table 15 data is presented on housing satisfaction broken down by type of dwelling. Looking at the same scales as were used earlier, there is a marked difference in satisfaction between various types of dwellings. Leading the satisfaction scale is Apartment Complexes where more than half the tenants are very satisfied and 86% are at least somewhat satisfied. Tenants in single family

dwellings complain in far greater numbers. Only 35.7% are very satisfied and 56.8% are either very or somewhat satisfied.

#### Housing Complexes Out Perform Smaller Rental Housing

Clearly, apartment complexes out perform all other housing for low to moderate income tenants. The same is true when comparing results for question 42 (satisfaction with how the landlord maintains public areas). Only 20% of complex residents felt somewhat or very dissatisfied compared to 41% of those in single family houses or 30% of those in small apartment houses.

The relatively good showing of apartment complexes correlating with positive housing conditions came as a surprise to this author. To further verify the findings, the author did a series of Pearson correlations and partial correlations between dwelling type and various indices of tenant satisfaction. For these comparisons, rented single family houses, duplexes, and small apartment buildings were lumped into one category to be compared to apartment complexes. Trailers elderly housing, student housing, and "other" were declared as missing and not considered in the computations. Here are the findings:

Complex residents are more likely to say their homes are in very good condition (V20 .21 at .003)

Complex residents are likely to have lived in their homes for less time than others (V14 .12 at .06)

Complex residents plan to move sooner than others (V15 .18 at .011)

Complex residents below 200% poverty are likely to be more satisfied as to how their apartments are maintained (V41 .28 at .001)

Complex residents are happier with how public areas are maintained (V42 .24 at .001)

There is virtually no correlation between living in a complex and having a housing subsidy (V43 .03 at .345 --slight and insignificant)

Complex residents are more likely to have had a rent increase within the last 12 months (V46 .18 at .011).

Complex residents are less likely to have complaints about their housing (V52 .23 at .002).

There is no significant correlation between living in a complex and per capita income.

Each of the above correlations was virtually unchanged when controlling for per capita income. As indicated earlier, the author was surprised to find that apartment complexes did so well on the various indices of tenant satisfaction. It is also interesting to note that complexes tend to be more expensive and living in a complex does not correlate with declining income. A possible explanation for these phenomena is that the owners of the complexes have more money to spend on maintenance and furnishing. Although there is no data from this study to confirm or deny such an assumption.

#### Renters Anticipation Of Buying A Home

Table 16 presents the results of question 48 which asked renters if they ever anticipated buying their own home.

Table 16 presents a fascinating paradox. The poorer a tenant is, the more likely he or she is to anticipate buying a home. When checking the Pearson correlation between this variable and per capita income, the same trend was present (.10 at .065) though at less of a slope and at marginal significance. Table 16 indicates that only 32% of the renters between 200% poverty and 100% poverty anticipate buying their own home while 43% of those below the poverty line expect to buy a home.

Table 17 presents the timetable that people have for buying their homes.

While poor people are more optimistic about "ever" buying a home, they are less optimistic when asked to say when. Table 17 shows that 28% of the total group of tenants plans to buy their home within the next five years. For those above the 100% poverty level (but still below 200%), 39% plan to buy within five years. But for those below the poverty line, only 18% plan to buy within five years.

Table 18 presents the data on why some tenants don't plan to buy their own homes.

Eighty four percent of the tenants who do not plan to buy a home said, "I don't think I'll be able to afford it." This is slightly more frequent a reason among those over the poverty line than among those below poverty. That trend was present throughout the per capita income range for the 200% poverty group. A .19 Pearson correlation at .019 indicates that as income declines, people are more likely to say that they are not planning to buy a home because they "don't want to" rather than "can't afford it."

### Conclusion



The data from this study demonstrates that home owners are far happier with their housing conditions than are renters. Although satisfaction with housing varies with income for both renters and owners, the observation that owners are more satisfied than renters holds true even when controlling for income. The message to a low income tenant is: "buy a home." But another message comes not from this study but from the nation's economy. In mid-November, 1980 it was reported by the U.S. Department of Commerce that single family housing starts fell by 4.4% during the month of October and that building permits, the indicator of future housing construction, fell by nearly 15%. This, combined with a high rate of housing inflation and an interest rate that has hovered near 15% creates a very pessimistic future for the would be home buyer. As housing costs rise, it becomes an issue not just for the low income, but for the moderate and middle income families as well.

Such pessimism suggests that local planners should take a hard look at what can be done to assist low and moderate income families in their housing purchases. A more vigorous effort to obtain Federal housing assistance should be a high priority of the county and town governments.

The biggest surprise of this section of the survey was the finding that apartment complex dwellers do better than those who live in small apartments or rented homes. This clashes with the popular assumption that people living in large apartment complexes are more alienated from their housing than are those in smaller buildings or single family homes. While this author would not suggest any relaxation of work that is being done to improve the situations in the complexes, the data suggests that further work needs to be done for those who rent outside complexes. It is likely that the problems in the single family rented homes and the small apartments stem from the inability of the small private landlord to obtain capital to make necessary improvements on their rented property. Large complexes are large businesses and have far more access to capital than do small landlords. The data suggests a need to look into tax breaks and subsidies and low interest loans to the owners of small rental dwellings as an aid and incentive for the owners to improve their property. Further there needs to be vigilant monitoring of the practices of the small landlords to be sure that they are maintaining their properties properly.

Finally, there is clearly a need for increased tenant organizing in both the large complexes and especially in the smaller units. It would be appropriate for Hampshire Community Action Commission (HCAC) or other agencies working with poor people to redouble their efforts to work with low income tenants from throughout the county.

## Home Heating

### Preview of Significant Findings: Heating Section

Keeping their home warm is a problem or severe problem for 30% of the total population. It is a problem for 40% of the 200% of poverty group and 35% of those under 100% of poverty.

As income declines, people are more likely to experience severe problems with heating but not more likely to experience problems. What varies is not the frequency of problems but the frequency of severe problems.

Fifty two percent of the population heats their homes with oil. Seventeen percent use electricity, 17% use gas, and 13% use wood. Only 1/2 of 1% use solar. As income declines, people are less likely to use wood and oil, but more likely to use gas and electricity.

About 33% of the population find their homes to be too cold during the winter. People below the poverty level are almost twice as likely to find their home "much too cold."

About half of the home renters have their heat included in their rent.

Approximately 42% of home owners within 200% poverty felt a need for assistance to pay for insulation. Seventeen percent expressed a need for assistance with storm windows and 17% reported a need for assistance with weatherstripping. These proportions increased as income declined.

When asked the last time their insulation was installed or inspected, 2/3 of the 200% of poverty group and 3/4 of the 100% poverty group indicated either never, don't know, or not within the last five years.

Respondents were asked if they were eligible for

emergency fuel assistance. Among the 200% of poverty group, 59% didn't know, 28% said no and 13% said yes. For the 100% poverty group, 48% didn't know, 31% said no and 21% said yes. It is significant to note that virtually all of those at 100% poverty and many of those as high as 200% of poverty are eligible for fuel assistance according to federal guidelines.

Most of those who apply for emergency fuel assistance get assistance. And 58% of those getting assistance indicated that it is adequate.

Of those that didn't apply for fuel assistance, 21% felt that they might need it to get them through the winter.

This discussion will focus on home heating. As with other sections of this survey, a few questions were asked of the entire sample while most questions were asked only of those below 200% of poverty.

#### Discussion of Pre-Screened Sample from All Income Groups

As part of a series of questions about general problem areas, respondents were asked to indicate the extent to which heating is a problem. The data which appears in Table 19 indicates that it is a problem or severe problem for 30% of the total population. Nearly 40% of those below 200% of poverty find it a problem while 35% of those below 100% of poverty consider it a problem. The improvement at 100% poverty could easily be explained by the fact that people below the poverty line are more likely to have fuel assistance (Table 33) and are more



likely to have their fuel included as part of their rent (Table 25). It is interesting to note that the primary difference between income groups for the severity of heating problems falls for the "severe problem" category where those below 200% of poverty (and 100% of poverty) are more than three times as likely to complain of a severe problem than those above 200% of poverty. For the "problem" category, income has only a small bearing on response.

The next energy related question asked of the entire pre-screened sample regarded how people heat their homes. The data which appears in Table 20 indicates that 52% of the households use oil as their primary source of fuel. An additional 9% uses oil as a backup fuel (Table 21). As income declines, so does the reliance on oil. 54% of those above 200% poverty use oil as compared to 46% of those below 200% poverty, and 36% of those below 100% poverty. At first glance, the author optimistically thought that this might indicate that poor people were using cheaper alternative fuels, but that is not the case. The use of gas as a primary heating source is more than twice as high for the below 100% poverty group as it is for the above 200% poverty population. Although some argue that gas is cheaper than oil, the difference is not substantial. Electricity, which is far more expensive as a heating source than either gas or oil, is used by 17% of the total

population, 15% of those below 200% of poverty and 21% of those below 100% poverty. This is probably explained by the higher number of renters in the 100% poverty group. Many apartments, especially the modern complexes, employ electricity as their primary heating fuel.

Wood is used as a primary source by 13% of the total population. As income declines, wood usage drops off. 12% of the 200% poverty group and 10% of those below 100% poverty use wood as their main heating fuel. Eighteen percent of the total population (Table 21) use wood as a backup source. That proportion, too, drops sharply with income. Fourteen percent of the 200% poverty group and only 7% of the 100% poverty group use wood as a back-up fuel. It appears that those who can afford it least are using the most expensive fuels rather than the less expensive alternatives. Solar energy is used by only .5% of the population. That percentage does not vary by poverty status.

Tables 22 to 24 deal with sequentially related issues. Table 22 presents data from the question that asked respondents whether the thermostat in their home is controlled by someone at home or by someone else (such as in an apartment house). 97% of the population controls their own thermostat. For those below the poverty line, 91% control their own thermostat. Table 23 presents data from question 10, "in the winter, do you find your home

to be:

much too cold  
somewhat too cold  
about right  
somewhat too warm  
much too warm

Four percent of the general population sample (all income groups) found their homes to be much too cold. Nearly a third of that group found their homes to be much or somewhat too cold. Approximately 8% of those at 100% of poverty found their homes to be much too cold, while 32% found their homes to be either much or somewhat too cold. This is typical of many items on the survey where the poor are no more likely to express a need or problem than the non poor but are likely to express it with greater intensity. Here the poor and non poor are about equal in their likelihood to be cold but the poor is twice as likely to be "much too cold."

Table 24 provides the answers to question 13, "how much of a hardship, if any, is it for you to pay your heating costs this winter?"

Table 24 indicates that 12% of the general population finds it "much too hard" while 48% of the general population finds it much or somewhat too hard. For the 200% of poverty group, 28% find it much too hard and 69% find it either much or somewhat too hard. For those below 100% of poverty, 34% find it much too hard and 66% find it either much or somewhat too hard. The same trend that was observed above applies to this variable. People below the poverty line are much more likely to find paying for heat much too hard but not that much more likely to find it somewhat too hard. In fact, the people below 100% of poverty were least likely to indicate "somewhat too hard."

#### Discussion of Below 200% of Poverty Population Only

The remainder of this discussion will apply only to those respondents who are below 200% of poverty. Any comparisons by income will be limited to those who are above 100% poverty but still below 200% or those who are below 100% of poverty.

Table 25 presents information on whether certain utilities are included in the rent of tenants. The data is, for the most part, self-explanatory so there will be a minimum of discussion here. The table indicates that about half the tenants have their heat and hot water included in their rent. The same is with cooking fuel for 38% and for electricity for 31%. Only 15% of the tenants have wood



included in their rent, as part of their rent, though this proportion goes up to 20% for those below 100% poverty.

Tables 26, 27 and 28 provide information from the energy related questions from a series that asked home owners about where they need assistance to make repairs at home. Table 26 provides information about whether home owners need assistance to help pay for insulation.

Approximately 22% of the home owners felt a severe need for assistance with insulation. This increased to 25% for the 100% poverty group. 42% expressed either a need or severe need and for the 100% of poverty group, a need or severe need was expressed by 50%.

Table 27 indicates that 4% expressed a severe need for help with storm windows while 17% expressed a need or severe need. For 100% of poverty, a severe need was expressed by 7.3% and a combined need and severe need by 25%.

Table 28 presents the data from a similar item regarding weatherstripping. About 4% expressed a severe need while 17% indicated need or severe need. For those below the poverty line, only 1.1% expressed a severe need while 35% expressed a need or severe need. This is an exception to a general trend in the survey which typically finds people below the poverty line more likely to express severe needs while not any more likely to express non-severe needs as compared to those above the poverty



line.

All home owners were asked if they knew when the last time insulation was either installed or inspected. Table 29 shows that 11% of the 200% of poverty group and 21% of those at 100% of poverty do not know. Thirty nine percent of the homes had their insulation installed more than five years ago and an additional 16% have never had insulation installed. The combined total of non-installations and those that say they do not know is 27%. When homes that were insulated more than five years ago are added, the percentage comes to 66%. More than 76% of those below 100% poverty either do not have insulation, do not know when it was last inspected or installed, or have insulation that has not been inspected for at least five years.

#### Emergency Fuel Assistance

Respondents were asked if they knew whether they were eligible for emergency fuel assistance. 59% didn't know, 13% said yes, and 28% said that they were not eligible. Among the 100% of poverty group, 48% didn't know, 21% said they were eligible and 31% said they were not eligible.

What is interesting about the figures in Table 30 is that many people below the poverty line either think they are ineligible or do not know that they are eligible. HCAC'S guidelines for emergency fuel assistance requires that families be within 125% of the poverty level. That

means that any family within 100% of poverty is automatically eligible. It is clear that most people are not aware of the benefits that they are entitled to.

Table 31 indicates that 15% of those within 200% of poverty and 18% of those within 100% of poverty have applied for emergency fuel assistance. Again, the author wishes to note that many of those eligible have not applied for the program. Although 80% of the 100% of poverty group has not applied, it should be noted that 25% of the 100% of poverty group are tenants whose heat is included in their rent. That leaves 55% of the eligible population which has not applied for the benefits.

Table 32 indicates that Hampshire Community Action Commission is the most commonly relied upon agency for fuel assistance benefits. Though 7% applied at the welfare office for state subsidies. HCAC provides federally subsidized benefits to families within 125% of the poverty level.

Table 33 indicates that about 68% of those who applied for emergency assistance received such assistance while 22% were waiting to hear about their application and 16% were turned down. Only 9% of the 100% of poverty group had their applications denied, though 34% were waiting to hear at the time of the survey. All of the fuel assistance funding for the 100% of poverty group came from HCAC while 3% of those between 100% and 200% of poverty received

funding from the welfare office.

Table 34 indicates that 58% of those polled felt that their fuel assistance was adequate to get them through the winter. Those at 100% of poverty fared slightly better than those between 100% and 200% of poverty with 62% of the 100% group and 55% of the above 100% group indicating that their assistance was adequate. This is not atypical for this study. The poverty group probably is eligible for more money than are those slightly above the poverty line.

Respondents who indicated that they did not apply for emergency fuel assistance were asked if they needed assistance to get them through the winter. Table 35 indicates that 21% of those below 200% of poverty and an equal percentage of those below 100% of poverty felt they needed assistance. As indicated earlier, virtually all of those below poverty who needed assistance were eligible. It would be interesting to know how many applied for the program as a result of participating in this study, having been informed about the program through the survey.

### Conclusion

The most interesting aspect of this section of the survey is the revelation that there are many people who are eligible for services that are not taking advantage of those services. This phenomenon is not unusual for social programs. If government agencies that distribute the fuel assistance were to do a better job in public outreach, they would alleviate the problem but would increase demand to the extent that their budgets and staff might be insufficient. It is obvious to this author that the subsidy system is not reaching a significant percentage of those whom it was designed to serve. The implications for community organizers are clear: Encouraging more people to take advantage of the subsidies they are available would both increase the number of people getting services and put more pressure on the agencies administering the programs to serve a higher proportion of their constituent population. Of course, this will place a greater strain on the staff and budgets of HCAC, the welfare office and other agencies involved in the fuel assistance program. This increased pressure would force the agencies to come to grips with the harsh reality that there are many more people in need of assistance than there are resources to provide that assistance. It would force local officials to be more vigorous in obtaining state and federal resources.



Such tactics were used extensively by the National Welfare Rights Organization and other groups during the late 1970's in their efforts to mobilize the poor.

### Health Care

#### Preview of Significant Findings

85% of the population is very or somewhat satisfied with the health care they are receiving.

14% of the 200% of poverty population have at least one household member who is seriously ill.

13% of the 200% of poverty group and 20% of the 100% of poverty group have at least one household member who is physically disabled or handicapped.

75% of the 200% of poverty population use a private medical doctor or clinic for their primary health care. As income declines, the likelihood of using a private medical doctor also declines.

People below 100% of poverty are more likely to take advantage of government health subsidies than those over the poverty line.

33% of the 200% of poverty population consider health care to be a big or very big budget item.

As income declines, people have more complaints about how they are treated by medical practitioners, but medicaid status does not correlate with how people perceive their treatment by practitioners.

11% of the sample have gone without medical care at least once in the past year because of an inability to pay for services.



25% of families below 200% of poverty and 37% of families below 100% of poverty had at least one person receiving medicaid benefits.

When asked about their criteria for choosing a community based health program, more than half cited "quality of service."

The most frequently cited problem regarding health care was "costs more than I can afford" (42%), followed by "transportation" (22%), and "lack of medical insurance" (15%).

Nearly a third of the below 200% of poverty population reported that "drugs cost more than I can afford."

The most frequently cited health care need was "outpatient clinic" (48%), followed very closely by "dental insurance" (also 48%).

Nearly 40% of the 200% of poverty population expressed a need for a pre-paid health plan (HMO).

While the post-screened section of the survey had a large number of questions about health care (it was the largest section of the survey) there were only two health related questions that were asked of the entire pre-screened sample. The first question (V8E) placed health care among a list of 13 potential problem areas and asked the respondents to indicate whether it is a problem or severe problem for any member of their families. The results appear in Table 36.

While health care is a problem or severe problem for about 15% of the entire population, a remarkably high 26% of the 200% of poverty group considers health care to be a problem. Data for the 100% of poverty group appears in Table 37.

Below the 100% of poverty line there are fewer instances of families citing health care as a problem, although more cite it as a severe problem. Although those at 100% of poverty do better than those at 200% of poverty, both groups fall behind those above 200% of poverty. When examined for the entire population range, a Pearson correlation of .14 indicates that there is a mild correlation linking an increase in income with fewer health problems. Nevertheless, the trend reverses towards the bottom of the income scale.

The other health related question asked of all 2119 pre-screened respondents had to do with the "quality of the nearest hospital". This item appeared as part of a list of 21 common services about which respondents indicated their levels of satisfaction. The data for the population as a whole and 200% of poverty appears in Table 38.

Most people are satisfied with their nearest hospital. And the degree of satisfaction bears little correlation with income. That holds true not only for the 200% of poverty group as compared to the general population, but for the 100% of poverty group and the

population as a whole. It is important to note that a significant number of respondents (304 out of 2119) failed to express an opinion on this issue, probably because of lack of familiarity with the nearest hospital.

#### Where People Go for Medical Services

The remainder of items in this section are from the post screened section of the survey which was administered only to respondents whose family income was below 200% of the poverty guidelines. The first set of questions pertained to where people went for their medical treatment. Table 39 presents the data for the entire 200% of poverty group and Table 40 lists data for those at or below 100% of poverty.

By far, the most commonly used medical facility for the population at or below 200% of poverty is the private doctor or clinic. About half the population commonly use a private doctor while an additional 24% use one sometimes. That means that 3/4 of the population either sometimes or commonly use a private doctor. The next most popular source for medical assistance is the county's largest general hospital, Cooley Dickinson, which is followed by the smaller and more outlying hospitals.

Although the Worthington Health Center is visited by only 4% of the county, it is usually or commonly visited by 31% of the hilltown residents. Worthington Health Center is a regional program for the hilltowns. Sixteen percent of the hilltown residents visit the Worthington Health Center regularly.

The main differences between the 100% of poverty group and the entire 200% of poverty population is that the lower income group is less likely to visit a private MD or clinic. It is somewhat surprising that hospital use is not higher for the lower income population, but no significant differences were found in where people go for medical care based on income other than a modest correlation indicating that lower income people are less likely to use a private MD or clinic (.09 at .023).

#### How People Finance Health Care

Tables 41 and 42 describe how people commonly finance health care for the 200% group and 100% of poverty group respectively. The data will be listed in order of frequency.

Most people pay for their health care directly, by cash or check (70% commonly or sometimes). The next most popular method is medicare, followed by self-financed insurance and medicaid. Only 11% of the population have insurance that is totally financed by their employer,

although 28% have some kind of employer subsidy towards their health insurance. Government programs of various types account for at least some of the health care financing for 55% of those polled.

For those at 100% of poverty, 29% sometimes use cash or check but only 5% use it as the most common method. This is a sharp contrast from the 200% of poverty population as a whole (again the table for 200% of poverty is inclusive of those at 100% of poverty). The next most common method of "payment" for those at 100% poverty is "no charge." This is probably a combination of various methods of payment including medicaid, medicare, Hill-Burton and others. Again, it is in contrast to the entire 200% of poverty population which puts "no charge" at the bottom of the list. The third most popular method of payment for those below the poverty line is medicaid which serves about 20% of that segment of the population.

When comparing those below the poverty line to those between 200% poverty and the poverty line, people below 100% poverty take advantage of more government subsidies for their health care. This is not surprising considering that the eligibility requirements of most government programs are fashioned to meet the needs of the very low income and the elderly. Those slightly above the poverty line are often excluded from the subsidies and are often those most affected by the rising cost of health care.



It is this fact that explains the results of Table 43. Table 43 presents the response to question 75, "considering your total budget, how big an item would you consider health care?"

About a third of the population considers health care to be a big or very big item in their budget. This figure does not vary greatly by income. What does vary are the number who consider health care to be a negligible or small item. Only 12% of those between 100% and 200% of poverty consider it to be a negligible item compared to 18% of those below 100% of poverty. The same trend occurs for small item so there is a 10% spread between the two groups when combining negligible and small. About 35% of the respondents between 200% and 100% of poverty found health care to be small or negligible compared to 45% of those within 100% of poverty.

### Medicaid

26% of the 200% of poverty population have at least one member in their household who is receiving medicaid. Not surprisingly, the proportion of the 100% of poverty segment of the group is much higher, 37%. Twenty percent of those above 100% of poverty but below 200% of poverty are medicaid recipients.

Table 44 presents data from a question which asked medicaid recipients to indicate whether they "have ever been discriminated against or denied services because you were on medicaid."

About 14% of the medicaid recipients frequently or sometimes have been discriminated against or denied services because of their medicaid status. Among the 100% of poverty group the proportion increases to 19%. A Pearson correlation between per capita income of medicaid recipients and their response to the question indicates that there is a reasonably significant relationship between income and discrimination (.16 at .05).

A series of correlation coefficients were computed comparing medicaid recipients and non recipients for most of the health variables. In most cases, it was found that medicaid status had only a slight correlation with health treatment. Income, not medicaid status shows a greater correlation with how people feel they are treated by practitioners. As income declines, people are more likely to feel mistreated by practitioners. Since medicaid recipients are usually poor people, they are more likely to be mistreated than the general population. But income rather than medicaid status proves to be the variable with which mistreatment correlates. This finding sheds new light on an issue that has long been of concern to people who do organizing around low income health care. It is

commonly assumed that medical practitioners discriminate against medicaid patients because of the hassles that practitioners perceive regarding treating medicaid recipients. It may turn out, however, that what occurs is not medicaid discrimination but class discrimination. It may be that practitioners are likely to mistreat poor people regardless of their medicaid status. The data from this study is not conclusive on this issue but certainly suggests the need for further inquiry.

The following are some significant findings regarding medicaid recipients. They are:

more likely to find transportation a medical problem

less likely to find that medical care costs more than they can afford

There is no indication that practitioners are ruder to medicaid recipients.

more likely to do without mental health therapy for financial reasons

more likely to go without chiropractic care for financial reasons

less likely to use a health center for evaluation purposes

less likely to have a household member seriously ill or injured.

### Financial Assistance for those Not on Medicaid

Respondents were asked, "Do you know of any programs to help pay for health care for people who can't afford care but are not on medicaid." Their answers appear in Table 45

Only 10% of the sample knew of such a program. People under the poverty line were only slightly more likely to know of one than people above the line. Here is a selection of some of the items they indicated as programs for people who need services but do not have medicaid or sufficient money.

Hill-Burton  
Medicaid  
Sliding Scale Clinic  
Berkshire Medical Program  
Hospital Program for Sick People  
Highland Valley Elder Center  
Visiting Nurses Association  
Women in Transition Center  
Valley Health Plan  
Veterans Administration  
Department of Public Health  
United Way  
Family Planning  
Blue-Cross/Blue Shield  
Lion's Club  
University Health Service  
Medics

Readers are cautioned not to use the above list as a shopper for free service. Despite what the respondents may have said, many of them do not offer free medical services or subsidies.

### Doing Without Services For Financial Reasons

Respondents were asked to report whether, "during the past 12 months you any member of your family gone without any of the following services because of an inability to pay."

The results appear in Table 46 for the general population and for those below 100% of poverty.

About 11% of the total 200% of poverty population have gone without a physician or nurse at least once during the past 12 months for financial reasons. For those below 100% of poverty, 18% have gone without such care. For eye care, 17% of the general population and 27% of those under the poverty line have gone without services because of an inability to pay. About 22% of the general population and 27% of those under 100% of poverty have gone without dental care. For medication or drugs the proportions are 9% and 16% respectively. 5% have gone without mental health therapy. For those within poverty, 10% have gone without mental health services. The proportion for chiropractic care is 6% for both the 200% of poverty population and those within the poverty group.



### Why People Choose Health Services

Respondents were asked to indicate "which you consider to be the most important factor when you select a health care facility?" The responses for the entire 200% of poverty group and people at 100% of poverty appear in Table 47.

More than half the sample chose "quality of service" as their primary reason for selecting a health care facility. Strong showings were also made by "cost of service," and "ease of getting there." The latter was more of more concern to people below 100% of poverty while quality was slightly more important to those between 100% and 200% of poverty.

### Reasons for Visiting Community Based Health Programs.

The following set of questions was proposed by a health care practitioner and were designed to determine various reasons why people would choose to use a community based health care facility. Respondents were asked to select which, if any, of the following they considered to be important needs. This was not a forced choice question. They were able to pick as many as applied. The data appears in Table 48.

It appears that the sample views medical practitioners in a rather traditional manner. Most would go to them primarily when sick or injured, and few would go for dealing with daily pressures, sexual problems or to stop a bad habit. Being able to have one's health evaluated and having sliding fees emerged as fairly strong reasons for visiting a community based health care facility.

#### Problems Experienced with Health Care Practitioners

The next set of items asked the respondents to indicate whether they or their families had ever experienced any of the items listed. The problems are listed in Table 49 in order of the frequency of their responses.

Money, the most frequently mentioned problem, was cited by 42% of the respondents as either frequently or sometimes a problem. Transportation, the second most cited problem, was mentioned by 22% as frequently or sometimes a problem. This is one of many times when transportation emerges as a problem that affects accessibility to essential services.

9% of the sample finds that the lack of medical insurance is frequently a problem, that figure rises to 16% when sometimes is included. Most of the issues having to do with the way people are treated by practitioners come out low on the scale though it is significant that nearly

14% of the sample feels that "practioners lack respect for my time," is either frequently (8%) or sometimes a problem.

Data for 100% of poverty appears in Table 50. For that group, cost is slightly less of a factor than it is for the 200% of poverty population. Transportation is cited as frequently or sometimes a problem for 26%. That is 4% more than it is for the 200% group. People at the poverty line are much more likely to cite lack of medical insurance (23% as compared to 16%) than is the larger sample. Poorer people also had more trouble getting an appointment and experienced more rudeness and mistreatment as well as practioners missing appointments.

#### Drugs and Medication

Respondents were asked three questions pertaining to drugs and medication. Their reponse for the entire 200% of poverty group appears in Table 50.

Nearly a third of the sample indicates that drugs costing too much is regularly or often a problem. The proportion climbs to 38% when considering those at 100% of poverty. Drug stores not being nearby is a problem for only 7% of the sample and stores not being open when needed is only an issue for a scant 4%. Income has relatively little bearing on these issues.

### General Satisfaction with Health Care

Perhaps the most revealing single question in the health care section was one that asked respondents to indicate their general level of satisfaction with the health care they have been getting. Table 52 presents the responses.

85% of those sampled are either very or somewhat satisfied with the health care they have been getting. The data, which appears for both 200% of poverty and 100% of poverty suggests that there is very little difference between the two groups on this general question.

Respondents were asked to report if any member of their household is seriously ill or injured. That information, which appears in Table 53 indicates that about 14% of the families surveyed have at least one person ill or injured. When asked if they are getting all the services that the ill or injured person needs, 69% said yes, although only 57% of those at 100% of poverty said yes as compared to 74% of those between 200% and 100% of poverty.

Respondents were also asked to report whether any member of the household is physically handicapped or permanently disabled. A surprisingly high 15% said yes. For those under 100% of poverty 20% had disabilities or handicaps compared to 13% of those between 200% and 100% of poverty (Table 54).



The final set of questions in the health care section asked respondents to look at a show card containing 5 health care needs that had been suggested by definers. They were asked to indicate which, if any, were needs and to go back and indicate those that were severe needs. The data from that list appears in Table 55 for both the general 200% of poverty population and the sample below 100% of poverty.

About 48% of the population expressed a need for "an outpatient clinic where I can walk in without an appointment if I need routine care." 21% of the entire group and 26% of those below 100% of poverty considered that to be a severe need. Another highly significant need is dental insurance which was expressed by 48% of the population with those at 100% of poverty finding slightly less need. Twenty four percent of the sample considered that a severe need. A prepaid health center (similar to Valley Health Plan, in concept) was considered a need by 39% of the total sample and 43% of those within the poverty line. Also high on the list of needs is eye care insurance. A doctor or dentist "near my home" did not score heavily.

#### Conclusion of Health Care Section



Although there were many needs and problems expressed with health care, the vast majority of the population, regardless of income, is basically satisfied with the health care it is receiving. Health care is one area where those with less income are likely to be happier with their services than those with somewhat more. Like other social service areas where concentration has been placed on serving the needs of the poor, the findings suggest that those somewhat above the poverty line tend to have more problems than those below.

For the most part, people are pleased with the way they are treated by health practitioners, although there is a significant amount of concern about rudeness and mistreatment. People's greatest concern, as with most areas of this study, is cost.

It was discovered that an alarmingly high percentage of the households in the county have members who are either disabled or seriously ill. The proportion tends to increase as income goes down.

Finally, it must be said that the population, including those below the poverty line, is not likely to complain lightly about its health care. Where there is genuine concern, it has been expressed, but those items on the survey which were somewhat tangential (such as a doctor near my home) were expressed as needs or severe needs by a very small percentage of the population.

## Mental Health

### Preview of Significant Mental Health Findings

Family and friends are, by far, the most popular sources for help when people need to talk through an emotional issue.

80% of those who sought professional help did so on their own, 20% were referred.

83% of the 200% of poverty population and 75% of the below 100% of poverty population found the mental health services they used to be adequate.

Social workers are not considered to be good sources for help when needing to talk through an emotional issue.

The mental health section began with as non-threatening a question as could be constructed to get the respondent to indicate where he or she would go for help "to work through an emotional problem." The question was not phrased in terms of therapy because of a concern that it would discourage responses.

The question was a series of non-forced choices so that it was possible for a respondent to indicate more than one answer to the series. The data for that series appears in Table 56.

By far the most popular source for "talking through an emotional problem is family and friends. Forty eight percent of the sample used a family member for support and 16% found that to be the most helpful. 39% have gone to a friend and 15% have found that most helpful. Once beyond friend or family the rest, all professionals, make very weak showings. Medical doctor was cited by less than 10% with only 1.5% finding that most useful. Minister or religious leader was cited by 9% which was higher than what is normally considered to be the "most professional" of all resources, psychologist or psychiatrist. Lowest of all the mental health resources, in the minds of the sample, were the social workers.

Table 57 indicates whether or not a professional was seen. 27% said yes and 73% said no. For those at 100% of poverty the proportions seeing a professional were a much higher 37% as compared to 22% of those between 200% and 100% of poverty who saw a professional.

Of those who saw a professional, 80% sought help on their own and 20% were referred. The proportion does not seem to be affected by income status (Table 58). Of those who were referred, about a third were referred by a medical doctor, 28% by a social worker and 28% by other. Only 4% were referred by a court. For the 100% of poverty group 38% were referred by a medical doctor, 39% by a social worker and 9.4% by the court. The reader is cautioned when examining this data (Table 59) that only 17 cases were used for this comparison making the conclusions valid only for the sample since there are too few cases to make any generalizations.

Ninety three members of the sample responded to the question of whether the services were adequate. Table 60 indicates that 83% found them adequate, although only 75% of those at 100% of poverty found them so.

### Imagine You Needed to See a Professional

The majority of the sample, those that did not see a professional, were asked "imagine you needed to see a professional." Table 61 reports their responses.

The lead answer was medical doctor followed by psychologist or psychiatrist and closely by "no one." 12% chose religious leader and, again, social worker came out very low (1%).

### Conclusion of Mental Health Section

The most revealing and programatically significant data emerging from the mental health section of the survey is respondents overwhelming report that they prefer to rely on family or friends when needing to work through an emotional problem. This is true despite the fact that many of the respondents are eligible for one form or another of subsidized mental health therapy. The results have important implications for future planning and programming. Even as this report is being written, that data is being used by County officials as ammunition for prioritizing mental health programs so that a greater emphasis is placed on assisting citizens to be "providers" to their family, friends, and peers. Hampshire County has a great many mental health professionals, but no matter how many there are, it appears that there is a preference for non-professional assistance. It is not for this author to judge whether that is a wise tendency on the part of the respondents, but since it is a clear tendency, it does follow that optimal results might be obtained by bolstering people's natural support networks. On the other hand, it might turn out that bolstering those networks will be of little consequence or even have a negative impact. That, however, was not investigated by this study.



## Transportation

### Preview of Significant Findings for Transportation Section

Nineteen percent of the total population expresses problems or severe problems with transportation. The proportion increases greatly with a decline in income. Thirty two percent of those below 100% of poverty express problems or severe problems with transportation.

A third of the total population is either somewhat or very dissatisfied with public transportation.

Parking is an issue in some towns, but not for most of the county. More than half the Northampton residents and 41% of Ware residents express dissatisfaction with parking in their town.

Twenty three percent of the of below 200% poverty households do not have a car. Forty five percent of those below 100% poverty do not have a car.

Forty percent of the 200% poverty sample finds it a problem to pay to have their cars repaired.

Twenty two percent of the 200% poverty sample find their cars to be in poor or very poor condition.

Seventy two percent of the 200% poverty group use their own car regularly or often as a principal means of transportation

As income declines, people are more likely to employ the following means of transportation: hitchhiking; walking; riding a bicycle; and taking a bus.

The three highest transportation needs are: bus close to home; bus that stops in my community; and better bus schedule.

Transportation emerges as a problem in other areas of the survey including health care, needs of elderly and needs of children.

Though most questions about transportation were asked only of those in the post screened 200% poverty group, there were a few questions asked of the total population. The first was part of a list of 13 general areas which asked the respondent to indicate which, if any, of the issues are problems or serious problems. Table 63 indicates their responses by poverty status.

As Table 63 indicates, about 19% of the total population has either problems or severe problems with transportation. For people within 200% poverty, nearly 27% express problems. Table 64 breaks down the same question for 100% of poverty compared to the rest of the population.

For the 100% poverty group, nearly 32% express problems or severe problems with transportation.

The next transportation related question asked of the total population had respondents indicate their satisfaction with public transportation. The data for the general population and respondents within 200% of poverty appears in Table 65.

Twenty five percent of the sample chose not to respond to that question, probably because they had no basis from which to judge. Of those who responded, 38% are very satisfied and about 2/3 were at least somewhat satisfied. It is interesting that those at 200% poverty are more likely to be very satisfied than are those above 200% poverty. But that same group is also more likely to be very dissatisfied. As will be reported later, lower income people are more likely to use public transportation which would account for their having more familiarity with it and more extreme opinions about it.

At 100% poverty (Table 66), people are even more likely to be very satisfied with public transportation than they are at 200% poverty. With the 100% group, the somewhat satisfied sector is smaller in size than the somewhat satisfied sector of the people over 100% poverty. That explains why the Pearson correlation between poverty status and satisfaction with public transportation is relatively small.

Taking all income groups into consideration, the Pearson correlation between public transportation satisfaction and per capita income is negligible indicating virtually no significant relationship between income and satisfaction with public transportation.

## Parking

Although parking is not much an issue for most residents of Hampshire County, it has become particularly bothersome in some of the more urbanized areas. The pre-screened survey, which was administered to all 2119 respondents, asked people to indicate their level of satisfaction with "parking in your town." The data, which is presented in Table 67, covers the county as a whole as well as residents from Amherst, Northampton, and Ware.

Since there is relatively little correlation between income and this issue, it is not presented or analyzed in terms of poverty level. For the county as a whole, about 71% are at least somewhat satisfied with parking in their town while about 29% are either somewhat or very dissatisfied.

In Northampton, only 13% are very satisfied (as compared to 37% county wide) and only 47% are at least somewhat satisfied as compared to 71% county wide. Fifty three percent of Northampton respondents are either very or somewhat dissatisfied and 22% are very dissatisfied. For this survey, it is a very high dissatisfaction rate. The situation in Ware is only a little better: 41% of Ware residents are either somewhat or very dissatisfied with their town's parking situation. Surprisingly, the Amherst population is dissatisfied at about the same rate as the county as a whole.



### Remaining Items for 200% Poverty and Below

For all subsequent items in this section, data will only be for respondents within the 200% poverty level. The remainder of the issues were not covered on the pre-screen section of the survey.

Perhaps the most important determinant in any discussion on transportation is whether one owns a car. That data appears in Table 68.

For 23% of the population under 200% poverty, the family does not have a car. For those under 100% poverty, the percentage without a car is a very high 45%. The Pearson correlation between poverty status and car ownership is clear. Among the entire spectrum of households within 200% poverty, the correlation between car ownership and per capita income is a scant .07 at .071.

Respondents who owned a car were asked to report the extent to which they have problems paying for repairs. That data appears in Table 69.

Forty percent of the sample find it a problem or serious problem to pay to have their cars repaired. The 100% poverty group much more frequently finds it to be a severe problem, but the issue levels off when considering both severe and problem combined. The extent to which this is an issue depends, in part, to the response to the next question which asked "What condition would you say your car is in"? that information appears in Table 70.



Twenty two percent of the sample find their cars either somewhat poor, very poor or not working. For those at 100% poverty, the difference comes with very poor and not working -- the situation being about twice as acute as it is for those between 200% poverty and 100% poverty. As is the case with so many other issues, the poor and the not so poor about equally share problems but the poor experiences them more severely.

#### Types of Transportation Used

The next set of questions asked respondents to indicate the various means of transportation they use. A series of transportation methods were presented to them and they were asked to indicate whether they used them regularly, often, seldom or never. The list is presented in the order of frequency of use. Table 71 presents it for the 200% poverty group while Table 72 presents it for those below 100% poverty.

Table 71 indicates that about 2/3 of the sample regularly use their own car. The same item on Table 72 indicates that only 40% of those at 100% poverty regularly use their own car. Similarly, for the entire 200% poverty sample, 28% regularly use walking compared to 42% of those within 100% poverty. This chart is not a crosstabulation, and all figures are inclusive, not exclusive so that the data for 200% poverty also includes the 100% poverty group.

People at 100% poverty are more likely to take a ride from a friend, take a bus with the area, ride a bicycle, and take taxi cabs than those above the 100% poverty level.

Some of the interesting Pearson correlations from the above series of questions provides insight as to how people differ throughout the 200% poverty range. The significant one's indicate that as people get poorer they are more likely to:

hitchhike (.11 at .008)  
walk (.20 at .001)  
ride a bicycle (.10 at .013)  
take a bus (.08 at .051).

### Transportation Needs

Table 73 presents a series of transportation needs that were presented to respondents. Each respondent was asked to indicate "which, if any, items you consider to be a need for you or your family." They were then asked to indicate which of those needs they would consider to be severe needs. The data is listed in descending order of severity of need.

The three highest needs are very similar items and each is felt in approximately the same frequency by both the 200% poverty group (inclusive of 100% poverty) and the 100% poverty group. For "bus close to home," and "bus that stops in my community," the intensity of need is higher for the poverty group as measured by the severe need data. That same trend also exists for "bus to work."

### Conclusion

The discussion of transportation has focused only on items that were contained in the transportation section. Like other aspects of this study, it was found that the lower one's income, the more public transportation was needed. It was further found that there is a reasonably high probability (45%) that a poor family in Hampshire county will not have its own car.

Transportation is not an isolated need. It is something that affects virtually every aspect of a person's life. That is why questions about transportation are included in virtually every other section of the survey.

Lack of transportation is a major stumbling block to the poor in their efforts to meet many of their needs. Transportation is the second most serious issue in the health section (Tables H9 and H10), and is mentioned prominently in the employment section (Table E15).

Transportation is literally the link that brings together people and the services they need.

As with other sections of this report, transportation affects the poor more than it does people with higher incomes. Although the newly created Pioneer Valley Transit Authority is rapidly expanding to serve more of the area, much of Hampshire County remains inaccessible through public transportation.

As this report has demonstrated, a substantial percentage of the low income population does not have a car. Many of the low income respondents who do have a car report their cars are in poor condition and that it is a hardship for them to pay for repairs. As the cost of owning and driving a car increases, the county can expect more pressure for improvements in the public transportation system. This author would suggest it prudent to consider transportation planning to be a high priority for county and agency officials.

### Food

#### Preview of Significant Findings from Food Section.

While diet is a problem for 3% of the entire county, it is a problem for 9% of those below 200% poverty and 13% of those below 100% of poverty.

More than half the people below 100% of poverty have had to change their eating habits "because of the rising cost of food."

Hilltown residents earn less money, get less food stamps but eat better. This is due to a higher rate of self-help measures such as gardening and food preservation.

Forty three percent of those under 200% of poverty maintained a garden but the percentage drops with a decline in income.

Thirty nine percent of the 200% poverty population "puts up food for the winter," but that percentage drops to 30% for the 100% of poverty group.

The data suggests that Food Stamps are going to those who need it most. Food Stamp usage correlates with declining income.

More than a third of the 200% poverty population expresses a need for a "center that distributes free food in times of personal emergency."

More local produce is cited as a need by 36% of the 200% of poverty population



One of the key issues in any discussion of food is whether the population is able to obtain sufficient amounts and quality of food to sustain its nutritional needs. In this sub-chapter we examine food issues in the county from the following perspectives:

- The extent to which an "adequate diet" is a problem
- If rising food costs caused changes in eating habits
- Where people obtain their food
- Food Stamps
- Self help methods for obtaining food

Much of the discussion in this section will be a comparative look at food problems and needs for the hilltowns and for the county as a whole. This comparison is being conducted because of the interesting contrasts that can be made between the rural hilltowns and the semi-urban "flatlands" of the county. The relatively remote hilly areas of the county experience different needs and different advantages than the other parts of the county. By making these comparisons we are better able to examine the liabilities and benefits associated with living in an area of the county where self-sufficiency is a product of the environment. Although the discussion will

focus on food issues, the analysis will provide insight into other social service issues related to the contrast between semi-urban living and rural life.

### Adequate Diet

Table 74 indicates that an adequate diet is a problem or severe problem to 3.4% of the county as a whole. As income declines, the problem emerges more often. At 200% of poverty it is cited as a problem or severe problem by 9% of the population while at 100% of poverty it is a problem for 12.8%. When that issue is examined by hilltown status it is found that hilltown residents are equally likely to have an adequate diet as are the rest of the county's residents. However, among those below 100% of poverty, hilltown residents are slightly more likely not to express problems with adequate diet. Ninety one percent of all hilltown residents below poverty express no problems with adequate diet as compared to 87% of the rest of the county's 100% poverty population. Among the entire population, 96% of both the hilltowns and non-hilltown residents express no problems with that issue.

Table 75 presents data for question 118 which asked "in the past 12 months, has your family had to change its eating habits due to the rising cost of food." Forty nine percent of the 200% poverty group indicated "a lot" or "somewhat," as compared to 53% for those at 100% poverty.

A Pearson correlation between per capita income and changing food habits reveals a modest increase in having to change food habits as income declines (.17 at .001).

Hilltown residents are less likely to have had to change their eating habits. The same is true across income categories within the hilltowns: 38% of hilltown residents below 100% poverty had to change their habits either a lot or somewhat as compared to 55% of those living outside the hilltowns.

For those above 100% poverty (but still within 200% poverty), the trend is not so clear: Forty one percent of those above 100% poverty living in the hilltowns changed their eating habits a lot or somewhat compared to 50% of non-hilltown residents. Of all of the groups that were looked at, hilltown residents below the poverty line are least likely to have changed their eating habits.

#### Where People Obtain Their Food

Table 76 summarizes the results of questions 107A through 107M. The table is presented in descending order of the frequency with which people indicated their use of each option. These options are not mutually exclusive. Not surprisingly, supermarkets came out at the top, with 90% using them regularly or often. Small stores are used regularly or often by 53% of the population while "grow it myself" was cited by 40%. Table 76 is based on the county

as a whole. Although the chart is not broken down by income level, data from a Pearson correlation between per capita income and each variable was tested. Presented here are only those results that are significant to within the .05 level. The items which tend to be more popular as income declines include supermarket, discount food store, farmer's market, school cafeteria and fishing. Although the correlation failed the significance test, it is interesting to note that "grow it myself" has a slight negative correlation with declining income. People are slightly less likely to grow their own food as income declines.

#### Gardening and Food Preservation by Sections of County

One of the goals of the survey was to determine the extent to which people are self-reliant regarding the procurement of food. There is a growing movement in Hampshire County and elsewhere towards encouraging more gardening, canning and other self-help methods to increase or maintain families' ability to obtain food in the face of rising costs. The results of these questions are of interest not only on the basis of income but on the basis of where one lives.



Respondents were asked whether any member of their family maintained a garden during the summer preceding the interview (Table 77). Forty three percent had a garden, but less than a third of those below 100% poverty had a garden. 48% of those between 100% poverty and 200% had maintained a garden.

As Table 77 indicates, hilltown residents were nearly  $1 \frac{3}{4}$  times more likely to maintain a garden than were people outside the hilltowns. The totals indicate that 43% of the entire population maintained a garden, but that about 40% of the non-hilltown residents had a garden while 68% of the hilltown residents gardened.

Table 77 further breaks down the question by both poverty status and hilltown residence. The same trend continues regardless of whether one is below 100% of poverty. It does show that for both hilltown and non-hilltown residents, people above the 100% poverty level are more likely to maintain gardens than those below.

Another variable to measure food related self-help is question 112 where the respondents were asked to indicate whether they "put up food for the winter through canning, freezing or some other method."



As indicated in Table 78, the use of canning or other preservation measures drops off as respondents fall below the 100% poverty level. About 39% of the entire population sampled puts up food while only 30% of the 100% poverty group does. Forty three percent of the group above 100% poverty indicated that they put up food for the winter. Hilltown residents are nearly twice as likely to put food up for the winter as are residents of other sections of the county. The same trend continues when controlling for poverty status. While poor people in the non-hilltowns tend to drop substantially below non-poor people in terms of putting up food, poor people in the hilltowns put up food at almost the same frequency as those above 100% poverty.

### Food Stamps

A Pearson Correlation between per capita income and question 114 (does family receive food stamps) indicates that as income goes down the probability of receiving food stamps goes up (Pearsons corr =  $-.25$  at  $.001$ ). By the same token, one would expect that the amount of food stamps goes up as income goes down. A Pearson correlation shows this trend as well ( $.28$  at  $.01$ ). The same conclusion is verified by Table 79 which shows the relationship between poverty status and use of food stamps.

As Table 79 indicates, families below 100% poverty are more than twice as likely to use food stamps than are families between 100% and 200% of poverty.

Table 79 also shows that hilltown residents are less likely to get food stamps than are non-hilltown residents. This is despite the fact that hilltown residents have a lower per capita income and a higher percentage in the 100% poverty category.

Even when controlling for poverty, hilltown residents are less likely to rely on food stamps than are non-hilltown residents.

#### Food Needs Assessed

The final set of data for this section comes from a series of need statements for which respondents were asked to indicate if they had a need or severe need. The data for those statements appears in Table 80. The data appears in order of the mean for each need. This is a composite statistic which allows for ranking based on a combination of both frequency of need and frequency of severe need.

The highest of the needs was "a center that distributes free food in times of personal need." 35% of the 200% poverty group and 36% of the 100% poverty group expressed that need. A program to encourage greater use of local produce came as the next highest priority, expressed by 36% of the 200% poverty group and 38% of those under

100% poverty.

Pearson coefficients were computed for the needs list in Table 80 for both per capita income and for hilltown residency. For per capita income, there is a moderate correlation between income and a need of a center that distributes free food (.21 at .001). Community gardens also varies with income (.12 at .006) as does instruction in gardening (.14 at .002), nutrition education (.11 at .01), and a center where people can do their own baking (.16 at .001).

Several needs were found to correlate negatively with hilltown residency. For those items, hilltown residents are less likely to consider them as needs. The items included a canning center (.09 at .026), community gardens (.09 at .038), instruction in gardening (.11 at .009) and baking center (.09 at .034). Items not mentioned for Pearson coefficients were either too small or too insignificant a correlation to mention (anything less than .09 is not included nor is any correlation with more than a .05 significance).

#### Section Conclusion

When compared to non-hilltown people, residents of the hilltowns tend to have less money, be more self-reliant and be less dependent on food stamps than do residents of other parts of the county. It is interesting to note that they are also less likely to have had to change their eating habits due to the rising costs of food and are less likely to be concerned about an adequate diet.

This conclusion raises many issues regarding self-help programs vs. government transfer payments. This is not suggesting that the government drop its food stamp program in favor of encouraging gardening; however, at least for this rural section of Hampshire County there is a clear correlation between having self-help programs and using fewer subsidies. Of course, the differences between hilltown utilization of food stamps and that for the rest of the county are not startling--and their statistical significance is weak--(considering confidence intervals). Nevertheless, a trend has been observed in the data which could prove useful for policy planning.

### Final Comments



In this section, the author has concentrated mainly on the different patterns between the hilltowns and the "flatlands" by income and poverty status. Although the discussion has not focused on the county as a whole, the data in the tables presents a picture of county-wide problems. While there is no evidence of a serious food shortage in the county, there is an indication that a significant minority of low income respondents have difficulties obtaining a sufficient quantity and quality of food. The fact that nearly 50% of the entire below 200% poverty population had to change its eating habits for financial reasons points to the existence of a problem.

It is sad to see people having trouble obtaining food in any county of the United States. But it is particularly ironic to have the problem in Hampshire County, as it is located in the fertile Connecticut River Valley, once the foodbasket of Massachusetts and other parts of New England. Even now it has a higher percentage of its land used for farming than any county in the state. Yet that land mass is quickly diminishing. As the land for farming diminishes, the county, along with the rest of New England increases its demand for imported food. According to figures compiled by Community Self Reliance, a Hampshire County based food action group, 85% of the state's food is imported from out of state. Most of it comes from the South, the West, or the Midwest on the backs of diesel



guzzling trucks. The farther the food travels, the more expensive it is. And as food prices go up, the cost of living goes up and the necessity to skimp increases. With food and other necessities rising in cost faster than personal income, the problems are compounded. For the poor, the situation can only worsen as Proposition 2 1/2, and other service cutting measures take their toll.

While there is little that can be done in Hampshire County to lower the cost of imported food, there is a lot that can be done to encourage greater agricultural self-reliance. The data from this study suggests that people are willing and able to help themselves by growing and preserving their own food. The analysis of the hilltown versus non-hilltown sections of the county indicate that the people in the "flatlands" have a great deal they can learn from those in the rural areas who have for years been helping themselves. Though the larger land mass in the hilltowns certainly accounts for much of their extra margin of self-help, there is no shortage of land in Northampton and other semi-urban areas that could be used for agricultural purposes. Already there has been a great deal of use made of community gardens, the canning center, and the various agricultural education programs in the county. Clearly, the data from this study suggests a need and a direction for greater agricultural self-reliance in Hampshire County.

## Employment and Unemployment

### Preview of Significant Findings in Employment/Unemployment Section

Nearly a third of all household members were principal wage earners. Fifteen percent are "secondary earners" and 53% are not wage earners.

Forty four percent of all household members in the population are employed. Only 28% of all household members below 200% of povrty are employed.

The 200% of poverty population contains 1 1/2 times as many retirees as the population in general.

The proportion of "unemployed seeking work," for the 200% poverty population is 1.7 times greater than it is for the population as a whole. 80% of the employed respondents are "working for someone else." 20% are self employed.

There is a significant correlation between poverty status and the likelihood of working part time instead of full time.

There is a moderate correlation between rising income and increasing job satisfaction.

Eighty two percent of the employed respondents (within the 200% of poverty population) were either very satisfied or somewhat satisfied with their jobs.

Eighteen percent of the employed respondents are "actively looking for another job." An additional 14% are "thinking about it."

As income declines, the likelihood of an employed person seeking another job increases.

Four percent of the sample is "unemployed seeking work," while another 4% are unemployed but not seeking work.

The average amount of time that unemployed persons have been seeking work is 4 1/2 months.

Lack of education is cited most often (31%) as the major obstacle to improving one's job situation. Other obstacles to improving one's job situation include "lack of skills," (27%) "no job to fit my schedule," (26%) "transportation," (26%), "poor health or disability," (23%), and "child care" (21%).

Transportation is a problem for 26% of the sample.

For the most part, our discussion on employment will focus on those within the 200% of poverty guidelines. Like most portions of the survey, extensive questions about employment were asked only of that group. However, there were 2 questions in the demographic section at the beginning of the survey that were asked of all 2119 participants from all income levels.

The first question asked each respondent to indicate who in the household is a principal wage earner, a secondary wage earner or not a wage earner. The concept of "wage earner" is similar to that of "head of household" which is usually asked on surveys. However, as households

are frequently composed of more than one wage earner, the concept of "head of household" did not seem appropriate. In addition, there is an implicit form of sexism in that term since "head of household" typically refers to the male. Even if a person is the only wage earner in a family, there is no reason why the wage earner should be called "head of household."

By changing the term the author is modifying the meaning. What Tables 81 and 82 indicate is the actual proportion of persons in the sample who fit into the three categories as well as the percent of households that have one or more persons in the categories. In addition, the "PCT OF CASES" column indicates the percent of principal, secondary, and non-earners relative to the number of cases in the sample. It is possible for the percent to exceed 100% since there can be more than one person from any given category in any given household.

Table 81 indicates that 31.6% of all household members in the sample were principal wage earners. Fifteen percent were secondary earners and 53.1% were non-earners. Unlike most of the variables reported in this study, this is a report of actual persons, not simply households. That is why there is a total n of 6549. This total represents the total number of people who live in households where interviews were conducted. The percent of cases column is



the number of people in any given category divided by the total number of people in all households sampled (6549).

Table 82 provides the same information for those in our sample who are within the 200% of poverty guidelines.

The percentage of wage earners for the 200% of poverty group is lower than it is for the population in general (these are inclusive figures, that is the total population is inclusive of all the people who are below 200% poverty). While 47% of the total population has at least one wage earner, only 25% of the 200% poverty group has such a person.

The discussion of wage earner status will continue after examining the occupational breakdowns in the county. Table 83 presents them for the county as a whole and Table 84 presents them for the 200% poverty sub-group.

For the population as a whole, nearly 44% are employed. This includes part time, and full time as well as both principal and secondary earners. For those within the 200% poverty guidelines, the percent employed drops to 28%.

There are nearly 1 1/2 times the proportion of retirees in the 200% poverty group than the population as a whole. There are considerably more in the unemployed categories among those in the 200% group. Among the unemployed seeking work, the percentages for the 200% of poverty group exceed those for the general population by



about 170%. For those unemployed not seeking work, the percentages among the lower income group are almost twice that of the population in general.

Because of the high  $n$  in both these samples of household members, the data for this question enjoys a rather tight confidence interval. There is 95% certainty that the situation for the actual population is within .24% accuracy at the proportions as low as 2%. For the lower income group that confidence interval stretches to only .75% at proportions as low as 2%.

Tables 83 and 84 are reasonably similar regarding preschool and kindergarten through 12th grade school but the lower income group has far less percentage of household members in college.

Table 85 summarizes the main activities of the 200% of poverty sample. This table is somewhat redundant with Table 84, though it was asked at a different stage in the survey and provides more detail. It should be noted that Tables 83 and 84 are multiple responses which resulted from combining several variables covering all household members while Table 85 is a single variable in which the respondent was asked to describe his or her main activity. Therefore Table 85 does not indicate the activity of other household members

It is important to note that the respondent is not typical of the population in general. Respondents are always 17 or older, and are more likely to be female than male (66.1% are female). The median last grade completed by respondents is 12 and there is a 33% chance that the respondent is a principal wage earner and an 11% chance that she or he is a secondary earner.

### Employed Respondents

This section will pertain to those persons who are employed. The survey asked about the type of work that is done, how many hours per week people worked, whether they were currently looking for another job and how satisfied they were with their job. The data, which appears in Table 86, indicates that about 80% of the sample is working for someone else.

Table 87 indicates how many hours the respondents work per week and Table 88 indicates whether the respondent is trying to find full time work. Both these tables are broken down by above and below 100% of poverty.

Among the section of the population that is employed, about 54% were working 35 or more hours per week. Nearly twice the number of people above 100% of poverty were working full time than those below 100% of poverty. The most common work week for those within the 100% of poverty

bracket is the 11 to 34 hours per week category. The Pearson coefficient indicates that this is a significant correlation between being in the lower income category and working less.

### Satisfaction with Job

For job satisfaction there is a moderate correlation between higher income and greater satisfaction. About 85% of those between 100% of poverty and 200% poverty were either very satisfied or somewhat satisfied with their jobs. This compares to 72% for those below 100% of poverty. Overall, about 82% of those within our sample were satisfied or very satisfied. The data for job satisfaction appears in Table 89.

Table 90 presents data for the question as to whether a job holder is currently looking for another job or thinking about changing jobs in the near future. About 18% of the sample of employed respondent were actively looking for another job while an additional 14% were "thinking about it." There is a strong correlation between income and job seeking with those at the bottom much more likely to be seeking work than those at the higher end of the 200% poverty group.

When asked why they were looking, 96% indicate that they "want to improve or change job situation." This figure does not vary with income (Table 90).

### Unemployed Persons

From an earlier question (V119, Table 85), it is known that 4% of the sample were unemployed persons seeking work and another 4% were unemployed but not seeking work. Ten percent were in school full time, 18% were keeping house and nearly a third were retired.

Of those seeking work, the average length of time they had been looking was about 4 1/2 months. Included among those is one person who had been seeking work for 2 years and another who had been seeking work for 3 years. The median for those seeking is less than 3 months. However, only 19 people responded to question V124A. Table 91 indicates the kinds of jobs they were seeking and Table 93 lists the industries.

### Obstacles to Improving Job Situation

All respondents were asked a series of questions regarding what makes it difficult for them to improve their job situation. It is interesting to examine the responses by whether they were working or not working. Respondents were asked to check those areas which applied to them.

They were later asked to indicate which areas they considered to be major problems that "face you in your employment situation."

The major problem area is lack of education which is cited by 31.4% of the entire group. Working people were more concerned (36%) with that issue than non-working people (28%). The next issue is lack of skills followed very closely by "no job to fit my schedule," and lack of transportation. Like lack of education, working people were more concerned with lack of skills than were non-working people. As for transportation (V126A), it is a problem for 26% of the entire group with 28% of non-working people and 24% of working people finding it a problem. "No job to fit my schedule" is a concern for 26% of the population with 1/3 of the not working and 18% of the working finding it a problem.

Other problems that were frequently cited included "poor health or disability" (V126D), "lack of child care" (V126L), "age discrimination" (too old), "sex discrimination" (V126E), and "too many people in my line of work" (V126M).

#### Issues for the Retired



A set of Pearson correlations was computed for the same variables comparing the retired and the not retired. Included among those in the not-retired group were people who were working and those who were not working for reasons other than retirement. This test was done because of the special problems experienced by retired people in their efforts to find employment. Often people who are retired are not so voluntarily or even if they are voluntarily retired, they may have some desire to obtain work.

Not surprisingly, retired respondents, for most variables, expressed less concern about employment related issues than did the other persons in the sample. The only two exceptions were V126I "because I am too old," where there was a .46 correlation and V126D "poor health or disability" where the correlation was .37. Although the other variables indicate an inverse correlation between retirement and need, in no case was the negative correlation greater than .16, indicating that retirement does not play a heavy role in diminishing one's concerns about job issues.

The last set of questions in the employment section of the survey focuses on needs. Table 95 presents that data in descending order of need.

A Pearson coefficient was checked between whether the respondent was employed and the variables above. Surprisingly, the only significant correlations that were found were that employed persons were more concerned about job training for youth, job training, and jobs for youth than were persons not working. This could be because of the higher number of employed persons in the age group that is likely to have children. It is important to note that 47% of those not working were retired and thus not likely to share the same issues as those with children or those who were in the labor market.

#### Retired

Similarly, a Pearson coefficient was computed for the variables to check the needs of the retired compared to those of the non-retired (including working non-retired and not working non-retired). It was found that the retired have similar needs to those of the non-retired and rated their needs in the same order as the non-retired. However, the retired have consistently lower needs for any of the those issues than the non-retired with the exception of 127E, job placement for those on disability. There the elderly expressed greater needs than did the rest of the population (however it was a an extremely slight increase).

## Social Services

### Preview of Significant Findings for Section on Social Services, Crime, Abuse, and Legal Assistance.

More than 75% of the population never has trouble finding social services when needed. However, 65% of the sample is not aware are not aware as to where they can go for help if needed.

Only 15% of the 200% of poverty population had heard of "Direct Information Service (DIS)." DIS is an information referral service.

There is a correlation between decline in income and knowing about social services. There is also a greater likelihood for a need for social services as income declines.

Forty six percent of the 200% poverty population considers their neighborhood to be "very safe after dark." For the 100% poverty population, the percentage shrinks to 39%. As income declines, perception of neighborhood safety also declines.

About 18% of the sample was victimized by crime during the past 12 months. That proportion increased to 22% of those below 100% of poverty.

As income declined, people were slightly more likely to report crimes to the police and were more likely to be satisfied with how the police helped them.

Seventy two percent of the crime victims reported crime to the police. 91% of those below 100% poverty reported crimes to the police.

Seventy seven percent of the crime victims were either very or somewhat ssatisfied with how the police helped them. That proportion increased to 83% for the 100% of poverty group.

Twenty one percent of those below 200% of poverty needed legal help during the past 12 months. As income declined, the likelihood of needing legal help increased slightly.

Approximately 18% of those who sought legal help used a subsidized legal service such as Western Mass Legal Services, Quabog Legal Services, or Stuent Legal Services. 22% of those below 100% of poverty used a subsidized legal service.

Those whc went to private attorney were more likely to be satisfied than those who used a publically funded service.

Nearly a quarter of the 100% of poverty population who had not used a legal service program said they would not know where to go if they needed legal assistance.

A program to deal with child abuse was seen as a need by 63% of the 200% of poverty group and 67% of the 100% of poverty group. This was the highest need item of the survey.

A program to deal with spouse abuse was the next highest item on the survey. expressed by 59% of the 200% of poverty group and 65% of those under 100% of poverty.

Four questions were designed to determine the extent to which respondents are aware of exisiting social services.

V128 asks "have you ever needed to use a social service but had trouble knowing where to go?"

V129 asks "Do you know if there is a place you can visit or call that will refer you to a service that you might need.?"

The results to both questions are presented in Tables 96 and 97. The other questions will be discussed later in this section.

The vast majority of persons from both income groups either rarely or never have trouble finding social services when they need them. However, about 2/3 of the sample is not aware that there is a place they can go for referral.

The 141 people who knew of a place they could go for referral were asked to name the place. One hundred twenty six of them provided those names, which appear in Table 98.

Respondents were then asked if they had "ever heard of Direct Information Service (DIS)." DIS is a publically financed information referral service that was created to provide people a toll free number to call for any social service questions. Only 15% of the 200% of poverty population had heard of DIS.

As income declined, the probability of knowing of a place to which one can get a referral increased slightly. There is also a correlation between the frequency of needing a social service and a decline in income (v129 by per capita income = .13 at .003). Low income people are



slightly more likely to have heard of the Direct Information Service.

### Neighborhood Safety

Table 99 indicates the extent to which people feel that their neighborhood is safe after dark. About half the people above 100% of poverty and about 40% of those below 100% poverty consider their neighborhood to be very safe after dark. Eighty nine percent of those over 100% poverty consider their neighborhood either very or somewhat safe as compared to 82% of those within 100% poverty. 11% of the above 100% poverty families and 18% of the within 100% poverty families consider their neighborhood to be either somewhat unsafe or very unsafe. The Pearson correlation with both poverty and per capita income (.16) indicates that as income goes down perception of neighborhood safety also goes down.

Table 100 presents data from question 133, "during the past 12 months have any crimes been committed against any persons or property of this household?"

About 18% of the sample experienced a crime in the last 12 months. For those within 100% poverty, the figure is nearly 22% compared to 16% for those between 200% and 100% poverty. A Pearson correlation on both poverty and per capita income with this question indicates a slight increase in crime as income declined (Pearson correlation

with per capita income is .09 at .03).

Table 101 indicates how many of the victimized households reported the crime to the police and Table 102 indicates their satisfaction with how the police handled the situation.

For some reason, people under the 100% poverty level are more likely to report a crime to the police than are people above 100% poverty. That trend holds throughout the income gradationss within 200% poverty. A Pearson correlation with question VX 133 and per capita income shows a .12 correlation between a decline in income and reporting of crime to police.

Table 102 indicates that low income people are also more likley to be satisfied with the way the police handled their situation. Not only is there a strong correlation between poverty status and liking the way police handled their problem, there is a moderate correlation between a decline in per capita income and satisfaction with the way police handled their problem (.15 at .116) although it does not pass the .05 test for significance.

Seventy seven percent of the crime victims in the sample were either very or somewhat satisfied with the way the police handled their situation. Eighty three percent of crime victims between 100% and 200% of poverty were satisfied or very satisfied and 64% of those below 100% poverty were satisfied or very satisfied. A Pearson

correlation for the 200% and below group indicates a definite relationship between being above poverty and being satisfied with how the police handled their situation.

Another indication of satisfaction with police services came in variable 31A which was asked to all 2119 respondents from all income groups at the beginning of the survey. That item shows a very slight correlation between rising income and increasing satisfaction with the police department. In the total population, 53% are very satisfied and 89% are either very or somewhat satisfied. Those percentages went down only slightly as income declined (.04 at .055).

### Legal Help

Twenty one percent of all respondents at or below 200% of poverty indicated that they "during the past 12 months...needed help with a legal problem" As income declined, the likelihood of needing help increased slightly (.09 at .03). The data appears in Table 104. Of those who needed legal help, 69% went to a private attorney, 15% went to Western Mass Legal Services, less than 1% went to Quabog Legal Services and 2% went to Student Legal Services at the University of Massachusetts. Thirteen percent used some "other" type of legal service. Approximately 18% used one of the publicly funded legal service programs. Among

people at or below 100% poverty, 22% used Western Mass Legal Services and 2% used Quabog Legal Services while 55% saw a private attorney. The sample for those who used legal services is only 98 for the entire 200% population and 38 for those within 100% poverty which provides for a rather broad confidence interval (plus or minus 15% for 100% poverty and + or - 10% for 200% poverty).

Question 139 asked those same individuals to indicate their satisfaction with the services received. Table 103 is a crosstabulation between whether one used a publicly funded legal service and the level of satisfaction. The various publicly funded programs were combined into one category as were the private services. The "other" category was deleted. Through Table 105, it is possible to determine the relative satisfaction between using private attorneys versus using a publicly funded agency such as Western Massachusetts Legal Services, Quabog Legal Services or Student Legal Services.

As Table 105 indicates, clients who go to private attorneys are about  $1 \frac{2}{3}$  times more likely to be very satisfied than clients who use publicly supported or pre-paid legal services (Student Legal Services is included as part of UMASS student fees, Western Mass Legal Services and Quabog are federally subsidized). However, when comparing the cumulative score of very satisfied and somewhat satisfied, the difference between the two groups



becomes less acute. Eighty two percent of the private attorney clients are either very or somewhat satisfied compared to 74% of those going to a public service. That makes those going to a private attorney only 10% more satisfied when the satisfaction category is looked at more broadly. A possible explanation for the differences in satisfaction could be people's feelings that anything "free" is less likely to be as good as something they pay for.

Those respondents who indicated that they had not used an attorney in the past 12 months were asked what they would do if a family member needed legal assistance. First (question 138) they were asked if they would know where to turn for help. Eighty percent said yes and 20% said no. Among those at the 100% poverty level, 76% said yes while 24% said no. 72% of those who were asked where they would go if they needed help said they would use a private attorney while 11% said they would use Western Mass Legal Services and 3.3% said they would use Student Legal Services. One half of one percent indicated Quabog Legal Services and 7.7% chose other. It should be noted that Quabog Legal Services is in Ware and is not central to most county residents, thus explaining its low frequency of use. Among the 100% poverty group, responses were similar to those of the 200% and below population.



### Spouse and Child Abuse.

The next two items were among the most controversial when the survey was being designed. How to deal with the spouse and child abuse question took up an entire meeting of the Needs Assessment Advisory Board. It was felt that there would be resistance to these questions if they were asked too directly. After much debate it was determined to leave in the items but to phrase them in such a way that they apply to the community as a whole and not to the respondents' family. This was felt to be the best way to get people to express themselves on these issues without having to reveal whether the problems existed in their own family. The two items provided the biggest surprise of the entire data set.

The spouse abuse question was phrased as follows:

some communities have programs to help families where one spouse hurts the other. They are often called Spouse Abuse Programs. Do you see a need for such a program in your community.

As Table 106 shows, 34% of the population considered a spouse abuse program to be a severe need. For the below 100% poverty families, nearly 38% labelled it a severe need in their community. When combining very important and somewhat important, spouse abuse was cited by 59% of the sample. Sixty five percent of those under 100% poverty cited it as a very important or somewhat important need. A Pearson correlation for the 200% and below population indicates that there is a fairly substantial correlation between decline in income and concern about spouse abuse (.23 at .001).

The concern about child abuse is even more startling than that of spouse abuse. Child abuse has a higher level of concern than any other need statement in the entire survey (Table 107). In the "very important" category there is little difference between those above 100% poverty and those within 100% poverty, though a greater difference shows up in the somewhat important category. The combined need scale for the entire sample is 63% while it is 67% for the below 100% group and 61% for those in the 100% to 200% poverty group. Like spouse abuse there is a correlation between a decline in income and an increase in concern, but the curve is not as sharp as it is with the spouse abuse question (.20 at .001)

### Conclusion

Although 75% of the people say that they never have trouble finding a social service when they need one, only a third knew of a place to go for a referral if needed. This paradox might be a key to one of the dilemmas of the social service system. When asked if they need something, most people said no. But when they were faced with a chance to show that they don't need it, they indicated that they did need it. This was not said directly, but it can be implied from the answers to the two questions cited. Of course, it is possible that most people think they would never need a referral. But most people are not in crisis the moment they are answering a survey. What this all means is that there is a discrepancy between what people think they need and what they actually need. For this study that discrepancy works both ways. There are some people who have expressed needs that they might not really want if the situation were to be appropriate for them to utilize them. But there are also people (this author suspects more) who will deny a need for something until the day a crisis hits them and suddenly what they once considered not to be a need becomes a need. Although this premise can not be proven from this data, it may provide insight as to why people may speak or vote against the existence of a service in the abstract but might wish to utilize it when the need arises.

### Miscellaneous Needs

There are numerous issues that were included during the defining stage of this survey that did not fit neatly into any of the sections that have been described thus far. Rather than leave them out, they were included in a miscellaneous section. Respondents were shown a long list of items and asked to indicate which, if any, were needs. After the list was completed, they were asked to indicate which, if any, were severe needs. Table 108 presents the data from questions 142A through 142P.

### Children and the Public Schools

#### Preview of Significant Findings for Children Section.

Forty two percent of all families have at least one child in the household.

As income declines, families are more likely to have children.

The three most commonly cited physical and emotional problems were: teeth; learning in school; and vision. Other frequent problem areas were: high strung or easily upset; hearing; and "emotional problems."

Declining income correlates with an increase in emotionally related problems. The only exception is "destruction of property," where declining income correlates slightly with a decrease in the problem.



Most families have few, if any, serious problems with the general state of the children's health.

Eight percent of the population considers "education for children" to be a problem or a severe problem. As income declines there is a slight increase in respondents citing this as a problem.

Seventy eight percent of the total population is either very or somewhat satisfied with public schools. Families below 100% poverty are more likely to be "very satisfied," but are also more likely to be "very dissatisfied." Families above the poverty line are more likely to be "somewhat satisfied."

Seventy seven percent of all households with children (any age) have children in the public schools. That represents about 1/3 of all households surveyed.

Seventy four percent of all families below 200% poverty and 68% of families below 100% poverty are either somewhat or very satisfied with the way the public schools are treating their children.

Forty percent of the 200% poverty population with children in the public schools use the school lunch program. 71% of those below 100% of poverty use the program. 81% of the families using the program are either very or somewhat satisfied with it.

Fifty four percent of those below 200% of poverty who do not use the school lunch program, stay out of the program because they do not think they are eligible (though most of them are).

Child care is a severe problem for 22% of households below 100% of poverty. The highest unmet child related need is for recreation programs which were expressed by nearly a third of all families below 200% of poverty.

Although most families with children are



doing well, a significant proportion are having problems and severe problems.

Forty two percent of the 2119 respondents that were interviewed in our pre-screen sample had at least one child in the household. The percentage for those within the 200% of poverty guideline was virtually identical--41%.

The average (mean) number of children for all households is .805 and for 200% of poverty households, .931. Poorer families are more likely to have more children. A Pearson correlation between per capita income and "number of children in household (v7) was a significant  $-.33$  at  $.001$ .

While there are questions throughout the survey that directly or indirectly apply to children, most of the questions pertaining to children were left for a special section towards the end of the survey. This was done to avoid burdening the 58% of the sample that have no children with questions that do not apply to them.

#### Physical and Emotional Well Being of Children

The first set of questions in the children section refer mainly to the physical and emotional well being of children. Respondents were handed a show card containing a list of 19 items and were asked to indicate which, if any, were problems for any of their children. The responses to those questions appear in Table 109.

The three most commonly cited problems were teeth, learning in school and vision. Not far behind (number four) is "high strung or easily upset" followed by hearing and then emotional problems, stuttering and fighting. What emerged was a significant number of families where the children exhibit some kind of emotional problems. Some of the emotional problems correlate significantly with declining income. The lower the income, the higher the incidence of parent identified emotional problems. These problems are parent identified and there is no verification from either a mental health professional or the child. Certain emotional or potentially emotional problems correlate significantly with per capita income such as fighting (.21 at .003), lying (.20 at .005), disobedience to parents (.19 at .006) and trouble sleeping (.21 at .003). Tables 110 and 111 present crosstabulated data for the two most significant correlations, fighting and trouble sleeping. These are broken down for the general population, above 200% poverty and between 200% poverty and 100% poverty. Any discrepancy between the data in the

crosstabulations and the data in Table 109 is based on missing data from the crosstabulations that results from missing income data (only cases where all income data is available appear in Tables 110 and 111 while all cases are reported in Table 109).

The patterns predicted by the Pearson correlations are evident from looking at the two crosstabulations. While "gets into fights easily" is either a problem or severe problem for about 14% of the total population, it is a problem for only 11% of those between 200% poverty and 100% of poverty and for 22% of those within 100% of poverty. For trouble sleeping, the problem exists for 9% of the total problem but only 6% of those above 100% of poverty and for 18% of those within 100% of poverty. Similar trends exist for other emotionally related issues except "destroys property." The few cases that exist for that item tend to be concentrated in the higher end of the income scale, according to the negative Pearson correlation. Other connections between poverty and problems can be determined by examining the Pearson correlations next to each item.

While it is disturbing to note such a high rate of problems in certain areas, it is pleasant to note that there are relatively few families with children that have problems with their general state of health.

## Schools

A few questions in the survey concerned public schools. At the beginning of the survey, all 2119 respondents, regardless of income, were asked to rate "education for children" as a problem. It was included as part of a 13 item list and was ranked eighth. Data for the variable broken down by poverty status appears in Table 112.

Education for children is either a problem or severe problem for 8% of the entire population, regardless of income. For the population above 100% of poverty (here we include all the way to the highest income since we are using general population and not 200% poverty). It is a problem or severe for 8.4%. Interestingly, for those below 100% of poverty, education is as severe problem for 3% (less than half the percentage of for those above 100% of poverty. In the "problem" area, those above 100% of poverty tend to have a much higher frequency for those below 100%. What this indicates is that people outside the poverty guidelines have more "problems" with education but less severe problems. The Pearson correlation between this variable and per capita income bears this out. It shows that that declining income correlates slightly with a lower mean on the education question (Pearson correlation = .10 at .001). A higher mean indicates that it is closer to 1.0



which would imply a population with all cases having "severe problems." Of course that is not the case. The general population mean for this variable is 2.9085 indicating that the population is very close to having "no problems" with education. But the extent to which there are problems varies along income lines; people at the lower end then to have slightly more problems and severe problems.

Another question about education that was asked of the general population was part of a long list of items designed to determine respondent satisfaction with various public services. "Public Schools," was one of 21 such items. The data from variable 31E appears in Table 113.

Here, more people below 100% of poverty tend to be "very satisfied" with the public schools than are people above 100% of poverty. 78% of the entire population is either very satisfied or satisfied while 69% of those under 100% of poverty are satisfied or very satisfied. About 31% of those below 100% of poverty are either somewhat or very dissatisfied. Notice that those below 100% of poverty who are "very dissatisfied" are almost twice the proportion of those above 100% of poverty who are very dissatisfied. The lower income group tends to be at the extremes on this question. They have a greater tendency to be either very satisfied or very dissatisfied than do those above the poverty line. A Pearson correlation between per capita



income and satisfaction with the public schools shows a very slight increase in satisfaction as income declines. A partial correlation was done on this question and per capita income controlling for whether the household has children (V7--recoded) and it was found that having children in the household makes very little difference.

### Children in the Public Schools

As indicated earlier, the children section of the post-screened section of the survey was administered only to people who had children in their household. This group was asked whether they had any children in the public schools. Table 114 presents that information by poverty group.

As can be seen from Table 114, 76.5% of those with children have children in the public schools. This does not mean that 23% of the sample have children in private schools since this question does not distinguish between people with school age children and people with children who are not school age. Nearly 80% of those above 100% of poverty have children in the schools while only 67% of those within 100% of poverty have children in a public school.

### Satisfaction with School's Treatment of Child

All respondents with children in the schools were asked to indicate the extent of their satisfaction with the "way the school system has treated your child." That information appears in Table 115.

Table 115 indicates that people above 100% of poverty are  $1 \frac{2}{3}$  times as likely to be very satisfied with the school's treatment of their child. While 50% of those above 100% are very satisfied, only 31% of those within 100% feel that way. When combining very satisfied and satisfied 76% of those over 100% of poverty are satisfied compared to 68% of those under 100% of poverty. 83% of the total sample (above and below 100% of poverty) are satisfied. The Pearson R at the bottom of the crosstabulation table compares poverty status with satisfaction and indicates that, in general, people at or below 100% of poverty are likely to be less satisfied with the schools. The same inference is born out by the Pearson correlation between this variable and per capita income across the spectrum of the 200% poverty group. A Pearson correlation of .12 at .083 indicates that same trend (though the .083 significance level indicates that there is better than an 8% chance that the relationship could have been by chance).

### School Lunch Program

Respondents with children in the public schools were also asked if their children participated in the school lunch program. Table 116 presents those results by poverty status.

About 40% of the total group has children in the free lunch program. As can be predicted, the proportion increases greatly among the 100% of poverty group whose participation in the program (71%) is 2.3 times as high as that of those between 200% poverty and 100% of poverty. This is an indication that the program is serving those who whom it was intended. Families that do participate in the program were asked to indicate their satisfaction with it. That data appears in Table 117.

Table 117 speaks for itself. More people above 100% of poverty are very satisfied with the lunch program, but when adding very and somewhat satisfied, 87% of those within 100% of poverty are satisfied compared to 77% of those above 100% of poverty. Of course, the n is small and the confidence interval is wide. Both this table and the Pearson correlation between lunch program satisfaction and per capita income show a slight although not very significant correlation between rising incomes and rising dissatisfaction with the school lunch program. A possible explanation is the embarrassment that participation in the

program brings to those at the "upper end" of the low income groups, but there is no evidence in the data to substantiate this assumption. Whatever the reasons, there is little doubt the program is generally meeting the needs of those it was intended to serve. Eighty one percent of those whose children are using it are either very or somewhat satisfied.

The next table pertains to those who do not use the school lunch program. Clearly some among the 60% of the population not using the program are eligible. Table 118 presents some information as to why people don't use the program.

Although the sample is 77 households, the n in some of the cells is quite small and therefore provides no firm basis from which to make generalizations. Nevertheless, 54% of those not participating stay out of the program because they think they are not eligible. Surely that can not be true of all of them--especially the cases from within 100% of poverty. Few people are staying out because they are having trouble getting into the program and even fewer are staying out because of the quality of the food. None of the below 100% poverty sample fails to participate because of any of the qualitative issues such as quality of food or "kids don't want to," although there is one household which is keeping the children out of the program

becuase "parents don't want to."

All households with children were asked to respond to a series of 19 items pertaining to children's health, emotional well being and problems in school. The data from those questions is presented in Tables 119 and 120 in descending order beginning with those items that are most frequently cited.

Tables 119 and 120 are organized according to the means of the items for the sample of 200% poverty and below. For those at 100% of poverty the frequencies of severe needs and needs appear in Table 120. There are some noticeable increases in both need and severe need when comparing the two groups. Most noticeable are the questions dealing with child care. Child Care Center is a severe need for 22% of those under 100% poverty, twice that of the group as a whole. Similar results exist for infant child care and to a lesser extent for after school child care.

While recreation program is a high priority both for the entire 200% poverty population and for those within 100%, job placement for adolescents tends to drop off for those in the lower group. That could be because the lower group have less adolescent children, although we have not determined whether that is the case.



Although the n for each item is different, the typical n for the entire group (200% and below) is about 180 while that for the 100% group is about 45. These are inclusive figures. Unlike the crosstabulations, the figures included for those under 200% also include those within the 100% group, so we are comparing one sub-group with the population as a whole rather than two sub-groups against the population as a whole as we do in CROSSTABS.

### Conclusion

Most of the literature about the poverty program, the social service network and the social welfare programs in Massachusetts, place children as the highest priority. Whatever the conditions may be for adults, few would argue against the premise that the state and federal governments have a genuine obligation to protect the well being of children.

Despite the vast wealth of America and the reasonable level of material comfort in Hampshire County, there remains a significantly large minority of families in the county whose children are having physical, emotional or educational difficulties. As income declines, the problems appear with greater frequency for most variables. There are also a large number of families that are apparently eligible for such services as the school lunch program that are not taking advantage of the program. The schools,

which are judged adequate by most parents, are nevertheless not satisfactory to nearly a third of the people below 100% poverty.

For child related issues, as is the case with many issues which have been examined by this study, lower income people tend to have more unmet needs. However, like the other areas, there are often cases where those earning the least actually do better than those slightly above the poverty level. This suggests a need to reevaluate levels of eligibility for programs so as to enfranchise those who earn too little to pay for services on their own and too much to qualify for public services.

### Needs of the Elderly

#### Preview of Significant Findings Regarding the Elderly.

Fourteen percent of all households with a person 60 or older participated in some type of elderly meals program. 20% of those within 100% of poverty participated in such a program.

Ninety percent of the households which have a family member participating in an elderly lunch program are satisfied with that program.

Eleven percent of the households have a family member who would like to participate

in an elderly meals program but is not now doing so. 17% of those households with elderly residents have at least one person who needs extensive personal care from another person. Although the sample is too small to make strong generalizations, the study found that 55% of the elderly needing extensive nursing care were being taken care of at home by a family member. Among the 100% poverty group, that proportion is reduced to 34%.

More than 75% of the people who have a family member needing extensive personal care feel that the present arrangements are adequate.

More than 66% of the elderly sample rely on Social Security as their principle source of income. More than 70% of those below 100% of poverty rely on Social Security. The second most relied upon income source were pensions. Family, friends, wages, and savings were cited by relatively few as a significant source of income.

Among the general population, households where the respondent or his/her spouse is 60 or older receive about \$500 less median income than do households where neither the respondent and/or the spouse are 60 or older.

For families where the respondent or spouse is 70 or older, the median income is more than \$900 less than for those households where both the respondent and spouse (if there is a spouse) are under 70.

The mean income for elders tends to be higher than the mean income for non elders. This suggests that the elderly "rich" tend to be "richer" than the non elderly "rich", though, as a whole, the median income (cited above) suggests that the elderly in general are not as affluent as the non-elderly.

For most key areas of satisfaction with services, age had either no bearing or correlated with greater satisfaction.

Poor elders tend to be much more satisfied with services than poor people under the age

of 60. This may suggest that the many social services available to the elderly are having a positive impact on their lives.

Although there is a special section on elderly towards the end of the survey, there are many questions throughout the survey that can be fruitfully analyzed in terms of the respondent's age. We will get to some of those questions after looking at the specific questions designed for households including one or more persons 60 years old or older.

Elderly residents were sampled in private homes and in elderly housing projects. Nursing homes were not included in the sample, so the analysis will lack any direct interviews with nursing home residents. However, some of the respondents in this section are family members of elderly who live in nursing homes.

One of the important issues in any discussion of the elderly is the determination of a cut off age. For this study 60 was used. 60 was selected because it is the age at which a number of government programs begin their eligibility. 62 could have been chosen as the starting age of Social Security, or 70 could have been chosen as the new mandatory retirement age that is used by many employees. On the other hand, even younger ages could have been selected. In choosing 60, the author is not making any



value judgements. Dr. Carol Holzberg, an anthropologist-gerontologist at the University of Massachusetts has pointed out that "it is just as problematic to lump people between 60 and 90 into one group as it is to lump people between 0 and 30 in one group. To a 90 year old, a 60 year old may be a "spring chicken"."

The survey instrument instructed interviewers to ask a series of questions to all households where there is a person over 60. The data will be looked at by poverty level.

Table 121 presents data from question 152 which asked if an elder member of the household participated in a senior citizens food program. This and subsequent questions in this section was only asked of families where there was at least one person 60 or older.

Fourteen percent of households with persons over 60 participate in some kind of food program such as meals on wheels or a senior citizen lunch program. Within 100% poverty, the participation rate is 20%, almost twice that of those above the poverty line.

Table 122 presents information of which programs are used.



With only 22 cases to evaluate, it is difficult to generalize. But it is interesting to note that 62% of this small sample uses the lunch program and that the lunch program is more popular among those above the poverty line than with those below.

Respondents were then asked to rate their satisfaction with whatever program(s) they are using.

Almost 90% of the 23 person sample was very satisfied with the program. Satisfaction with the program does not vary significantly with poverty status.

Those households which responded no to the question of whether they had a family member using a free or reduced cost food program were asked "Is there anyone who would like to participate but is not now participating." Table 123 indicates how many, by poverty status, and Table 124 indicates why.

Table 123 indicates that about 11% of those over 60 who are not now using an elderly feeding program would want to be part of one. This does not vary greatly between groups.

Table 124 indicates that the vast majority of those who are not participating but want to are not participating because of transportation. Almost 96% of those within poverty state transportation as their reason for not participating. 80% of those between 200% poverty and 100% poverty cite transportation as their reason.

The data in Table 124 is one of many examples of the interconnectness of social services within the county. Here transportation is seen as having a direct impact on food and nutrition.

Table 125 illustrates which program people want to participate in. With a sample of only 15, it is impossible to generalize. Interested readers are encouraged to look at the table for more information.

### Personal Care

Personal attendance is an issue of great concern to many elderly citizens. For some, getting help at home is the only alternative to being placed in an institution. Respondents were asked "are there any elderly members of this household who need extensive personal care from another person?" Their response appears in Table 126.

Seventeen percent of the respondents answered yes. Among the poverty group, 21% answered yes. They were next asked to indicate how the care was provided.

Again the sample is relatively small so any generalizations to the total population have to be made cautiously. Nevertheless, it is interesting to note that about 55% of the elderly needing extensive care are taken care of at home by the family but that only 34% of those

within 100% poverty are taken care of at home as compared to 67% of those above 100% poverty. A possible explanation is the availability of medicaid to help finance nursing home care for people at or near the poverty line.

People who responded to the above mentioned questions were asked if the arrangements made are adequate. Their response appears in Table 128.

More than 3/4 of those responding indicated that the arrangements are adequate. They had the option of indicating "prefer a different arrangement," but no one selected that. Of course, it is important to remember that, for the most part, these responses are coming from the families of the elderly in need of special services. The response to question V160 might have been quite different if the elderly persons themselves were responding in every situation.

#### Income Sources For The Elderly

All respondents in this section were asked "What are the principal sources of income for the elderly members of this household. Please select all that apply." Their responses appear in Table 129.

More than two thirds of the sample relies on Social Security as their main source of income. For those below the poverty line, more than 70% rely on Social Security as their main income source and virtually all get Social Security. Although a third of the sample gets a pension, very few rely on it as their main source of income. Few elders are able to rely on savings, family or friends, wages or interest as either a main or secondary source of income.

It is clear that the Social Security system is the essential element in providing elders with their income. It is also interesting to note that the second most reliable source is pension, which, like Social Security, is based on past earnings.

#### Income By Age Group And Poverty Status

An important question is how income varies with age. For Tables 130 and 131 age breakdowns are being based on the age of either the respondent or his or her spouse. It was decided not to simply test for whether there is a person in the household over the age of 60 or 70 since most of the indicators on the survey were based on the opinions or needs of the respondents. It is possible that some households have an elderly parent or other household member



whose opinions are not likely to influence those of the respondent. This is not to invalidate the opinions of the elderly household member nor to deny that the presence of such a person would not have an impact on other household members, but to acknowledge that this study is unable to determine anything about the household as a whole based on the mere presence of an elderly member. To solve this, a test was done to see if the respondent or his or her spouse (if there is a spouse) is above the age of 60. If so, that household was selected for income comparisons. The same is true for the age 70, for that aspect of the table. The following tables breakdown the median and mean income for households in general and for households by poverty group and age. Thus, the line "60 or older" will provide information about all households where either the respondent or his or her spouse was above the age of 60. The same is true for the other age breakdowns that appear.

Tables 130 and 131 indicate that among the general population people over 60 have about \$500 less median income than do people under 60. It is interesting that the mean income of those over 60 is more than \$300 higher than the mean for those under 60. For people over 70, the median income is more than \$900 less than is the median for people under 70. Here the trend for the mean is the somewhat different than it is for the over 60 group compared to the under 60 group. Those over 70 have a lower



mean and median income than those under 70 but the differences between the means (\$624) is only about 2/3 the difference between the median, suggesting that for those over 70 there is also a greater likelihood for the rich to be richer than there is among the general population, but less of a tendency than there is among those between 50 and 70.

#### Trend Reverses Among Lower Income Groups

For the 200% poverty group, the median for those over 60 is also higher than it is for those under 60. This suggests that as income declines, the economic situation for the old is actually better than that of the younger. The same is true, to an even greater extent, for those at the 100% poverty level for both the 60 and 70 year old groups. For the total population age brings about a lower median income while for the lower income groups, age brings a higher median income.

#### Age As an Indicator of Satisfaction with Services

One of the more popular social myths about aging is that it brings about a greater dissatisfaction with services and with other issues pertaining to the quality of life. Expecting these results, the author computed a series of Pearson correlations between elderly status and several variables which give insight as to how people are perceiving common services. Surprisingly, the opposite proved true. For most key areas, age had either little effect on perceptions of services or actually correlated with greater satisfaction.

Table 132 shows the results of several Pearson correlations and partial correlations between age and several variables. Age was not used as a continuous variable, but the population was divided into people under 60 and people over 60.

In each case, the positive correlation indicates that those over 60 are more likely to be satisfied with the issue than those under 60. Although they are not presented here, similar Pearson correlations were tested against all other variables in the survey. With few exceptions, senior citizen status correlated with greater satisfaction.

Initially the author was surprised at the data regarding the relationship between elderly status and satisfaction. This led to a consultation with Neil Cronin, a para-legal for the Western Massachusetts Legal Services Corporation who is responsible for providing legal advice

to low income elderly clients. Mr. Cronin was not surprised by the data from his experience at WMLS. "It is not uncommon," stated Mr. Cronin, "for us to find that the elderly are in better financial shape than younger poor people. Elderly are considered by many social services and government programs to be the 'worthy poor,' and are entitled to far more subsidies and services than younger poor people." Mr. Cronin went on to explain, "with age they get Social Security, Medicaid, elderly housing and other services."

Another factor is that none of the interviews took place in nursing homes or with any elderly respondent who was too ill to withstand a lengthy interview. Such respondents would probably have had more to complain about than elders living at home.

Although the data does not confirm this, there is a clear implication that the social service system among the elderly poor seems to be working better than it does for the non-elderly poor. Clearly there is a much higher proportion of elderly poor taking advantage of such transfer payments as Social Security, Medicaid and elderly housing than can be found among the younger low income population. At the same time there is a clear correlation that the elderly poor are more likely to be pleased with their services. This is not to suggest that the elderly are happy with their lot in life and that there is no room

for improvement. There are many among the elderly (including many who participated in this survey) who would provide hours of horror stories about the conditions of their lives. Clearly, putting all the computerized data aside, many of the elderly the interviewers talked to complained of poor housing conditions, loneliness, difficulty paying taxes and problems heating their homes. Nevertheless, as a group they seem to be doing better than younger people of the same income level.

Of course, there is one more variable that has not been considered. It is possible that the elderly are simply less prone to complain during surveys. That possibility is real but was not tested in this study. Perhaps it would be an excellent topic for further research. If true, it would dispel yet another myth.



## C H A P T E R   I V

### CONCLUSION: WHAT DOES IT ALL MEAN

When the survey was first envisioned, it was seen as a tool to empower the low income population to realize their needs. As indicated in the first two chapters of this report, the survey was seen as an adjunct to the social service delivery system and to community organizing. A survey, by itself, can do no more than to satisfy curiosity or fulfill some academic interests. But, in the hands of an agency or community organizer, the survey can be a bridge, helping the low income community achieve its aspirations.

As the survey was first initiated by Hampshire Community Action Commission and later sponsored by the Hampshire County Office of Human Services, a social contract was entered. All who took part in the agreement made a pact with the low income community. The implied contract was simple. The low income community lent its time and credibility and the agencies, agreed to take seriously the needs and recommendations of the respondents. That is not to suggest that county based agencies have any obligation to heed the sage advice of this author. It is to assert that the agencies owe it to the more than 2100



respondents and the 140,000 people they represent to seriously consider what has been described herein and to use this data as part of their planning and program development.

To be sure, there are several proposals this author will put forward. But anything that this author writes is his own interpretation. Anyone who questions the extent to which my interpretations are rooted in the data, is invited to examine the data tables that accompany this report. The tables speak for themselves and are reflected in the data analysis.

This author is the first to admit that there were several occasions where he and others made decisions that helped determine which items would be on the instrument. However, virtually none of the items from the survey have been left out of the data tables accompanying the discussion and every effort was made to fairly and accurately report the findings as they emerged.

Of course, in the selection of items, a type of bias was injected. It was not a bias towards shaping the "needs" that would be articulated, but of limiting the survey to issues that could be addressed directly by the social service community. There were many larger political issues that were not addressed in the survey. To some extent, that resulted from the government sponsorship of the study, but to a larger extent, it resulted from a

limitation in the methodology. One could persuasively argue (as have some who have read preliminary drafts of this report, that there are many "needs" that have been left out of the instrument. Certainly, there is nothing in the instrument asking the respondent to indicate the type of social or political system in which he or she wishes to live. The respondent is not given an opportunity to express a need for "socialism" or any other major changes in the social or economic order.

This author is very sympathetic to those who argue that such limitations fail to explore the full universe of potential human need. My response is to encourage others to design instruments that can more effectively than this get at some of the larger social, economic and political issues. This study, however, must suffer from whatever limitations it is burdened with and must restrict itself to reporting and interpreting the data at hand.

From this point forward, the author will emerge from the third person singular, refer to himself as "I" and begin to pass judgement, make recommendations and insert his (my) own interpretation as to what can and should be done as a follow up to this study.

The first thing to understand about this data is that Hampshire is not one of the most deprived areas of the country. I do not fill the report with horror stories of oppression and starvation. This is not to suggest that some other author may not be able to accurately describe occurrences of oppression or deprivation. But this survey did not set out to uncover the horrors of the county. That work will be left for others.

The other thing that is very important in interpreting this data is to remember that whenever a problem is cited, no matter how few people cite it, it is still a problem for those people. It is very dangerous, in reading survey research, to interpret a small percentage as meaning a small problem. Only a very small percentage of American families lost a relative to the Vietnam war. To each of those families it was a loss of tremendous consequence. Only a very small percentage of Hampshire county residents complain they can not get enough food. They are too few in number to make this county a disaster area, by any standards. But enough to cause grave concern to those involved. Where do we draw the line on deprivation? Must it be 1%, 2%, or 10%. Or should we phrase it in numbers? Do we get upset when 20 people go to bed hungry or do we hold our concern until it becomes 100? Some of us get disturbed, angry, even mobilized when one person goes without food, without sufficient heat at home,

without a decent home to live in. I suppose it is a matter of perspective, ethics and ideology. It's very easy to sit back and calmly read the statistics in this report and not be alarmed. From the perspectives of our warm homes and offices, there is no need for alarm. The numbers are not "unreasonable" when compared to other counties. I wish all of those reading this report could have had the opportunity that those who conducted the survey had when they went into more than 2100 homes. From that perspective, poverty appears a much clearer issue. I remember the early defining interviews when I went into people's homes. In the living rooms of the respondents' homes, the stories took on a reality that no computer print out can display. For the most part, I have spared the reader a description of the impact that the experience had on me. But from my own observations and from extensive discussions with survey interviewers, I can report that the stories are often heart wrenching.

### Housing and Demographics

One of the first things that struck me about the survey results was the extent to which this is a stable county. Like many people in Hampshire County, I had long believed that the influx of students from the Five Colleges helped shape this as a transient community. But the data



indicates that the average length of residency of our respondents was 28 years. This is certainly not a group of new arrivals. This information suggests that programs in the county need to be aware that many of the poor are not the "transient poor" whose needs (in the opinion of some) can be discounted because they will soon move away. No, the poor in this county, like the vast majority of other people in the county, have been here for a long time and have no intention of leaving soon.

Another thing that struck me is the extent to which home owners seem more satisfied with their housing conditions than renters. This is not such a surprising finding, but it is one that is of particular concern during a time of high interest rates and rapidly escalating housing costs. Many of the renters, especially those within 100% of poverty, expressed a desire to buy a home. Yet, unless the economy takes a drastic change for the better or the government develops programs to help poor people buy their own homes, these people have a dream that can only be frustrated. From a programmatic point of view, it suggests that greater emphasis might be placed on securing more low interest loans so low and moderate income families can buy their own home. The Farmers' Home Administration, the Veterans Administration and other federal programs move in the right direction, but they are only able to serve only a fraction of those in need. I

realize that it is impossible to find that kind of money from within the coffers of Hampshire County or any of its towns, but efforts should be made to secure it from federal and private sources. Local banks, for example, can be strongly encouraged to increase their lending to low and moderate income families. Efforts to secure government guarantees of those loans can be increased. There are thousands of Hampshire County residents who are using federally guaranteed private bank loans to finance their college education. A similar program should be extended to allow poor people to share in the joys and hassles of home ownership.

Although I discussed it at length in the housing section, I can not help but again comment on the surprising finding that people who live in apartment complex are happier with their housing than those who are tenants in smaller buildings or single family houses. I suppose the primary lesson to be learned from this observation should go to community organizers. Housing organizers inevitably focus their attention on the major housing complexes. Partially, this may be an economy move since one assumes that it is possible to reach more people in less time and to focus on one landlord who controls a great deal of property. I, too have been guilty of that assumption having spent months writing and researching a booklet on Amherst housing only to focus most of my research and

discussion on the nine landlords that control 60% of that town's rental stock while ignoring the hundreds of landlords who own the other 40%.

While it may be economical to avoid small landlords, it is not fair to avoid "small tenants." People who have housing problems, where ever they live, are in need of attention from those who can help them resolve their problems. Besides, there is a lot to be gained from organizing in a small building or neighborhood. People tend to know their neighbors more than in an apartment complex. And often organizers find that a relatively small number of landlords own a relatively large number of small buildings. When one adds up all the units, the landlord may have a fairly good size tenants union to contend with.

Another group which should be looked at not only by organizers but by agencies entrusted to work with low income tenants, are those with housing subsidies. A surprisingly high 28% of those below 200% of poverty have some kind of rent subsidy. They should be checked with periodically to be certain they are getting all the benefits to which they are entitled. What about the 72% that are not receiving subsidies? Many of them are in the same, or worse, situation as those who get subsidies. Certainly, many of the 74% of those below 100% of poverty who are not receiving subsidies are eligible for them. If there are people in the county who are eligible for

benefits they are not aware of, then there is an area for organizing and outreach. The County's Office of Human Services, HCAC and many of the more than 100 social service agencies in the county are not doing their job as long as one resident is not aware of benefits to which they may be entitled.

The issue of entitlement is one which comes up during virtually every section of the survey's findings chapter. There are many examples of federal and state programs designed to provide financial assistance which are not being used by many (and in some cases most) of those who are entitled to use them. The rent subsidy example takes its place along with food stamps, unemployment compensation, emergency fuel assistance, weatherization, welfare benefits and many other programs that are designed to serve those below or even slightly above the federal poverty level.

### Energy Issues

There are a lot of cold people in Hampshire County. 30% of the population finds it a problem to keep their home warm in the winter and a third of the 200% of poverty group finds that their home is too cold during the winter months. What is particularly disturbing is that a decline in income correlates with the use of more expensive fuels. People below the poverty level are less likely to use wood and



more likely to use expensive electricity than are those above the poverty line. Another particularly interesting finding is that about 42% of those below 200% of poverty report that there are problems with their homes insulation. That is not a surprise, considering that 2/3 of the population's insulation has not been installed or inspected within the past five years. All of this is to point out that a lot of money is going up in smoke. People are not using the cheapest fuels available and they are wasting the fuel they do use. What's more, the majority of those who are eligible for federal fuel assistance are not taking advantage of the program. The guidelines for the fuel assistance program have been made broader this year. That is good. What is not good is the fact that information about the fuel assistance program is not getting out. Concerned about the data, I called officials of HCAC, the agency responsible for dispensing the federal fuel assistance money. Even before I could state my question, the agency's Executive Director was complaining about his difficulties getting the State government to free up some of the state money that is earmarked for emergency fuel assistance. As to the federal allocation, HCAC's John Fisher states that "they give us just enough money to provide for those who walk in the door. We do not get money to do aggressive advertising. But even if we did, we could not handle the increased demand that it would

generate." I suspect Fisher is right. An aggressive campaign to inform poor people about the programs to which they are entitled would likely bring about a flood of applications which would over burden both the funds available and the staff responsible for administering them. Although it would be nice, I do not expect HCAC to sow the seeds of its own headaches by doing that outreach through other resources at its disposal. It would, however, be an interesting tactic for the Coalition for Basic Human Needs or other group organizing poor people in the county. It would be similar to what Frances Fox Piven and Richard Cloward suggested about the National Welfare Rights Organization cited in Chapter I.

### Health Care

### Health Care

Health care is one of those areas where the poor do better than the not so poor. People who are poor enough to qualify for medicaid or other form of subsidized health care are likely to have fewer complaints than those whose income makes them "not poor enough" for the program guidelines but too poor to pay for health insurance.

Although 85% of the county residents say they are satisfied with the quality of health care they receive, there are nevertheless a number of issues regarding health care that are not adequately addressed by the available agencies in the county. Consider the fact that 33% of county residents (below 200% of poverty) find health care to be a big or very big budget item. Consider also that 11% of the sample have gone without physician or nursing care at least once in the past 12 months because of an inability to pay. Eleven percent may not sound like a big percentage, but 11% of 140,000 people adds up to over 15,000 people. Put them all in a waiting room or have them gather at a health care rally and see how quickly the medical establishment responds to their pressure. Nearly a third of those below 200% of poverty find that drugs sometimes cost more than they can afford. Consider that a startling 42% of the 200% of poverty sample cited "costs more than I can afford," as frequently or sometimes being a problem when they need medical care. Finally, consider that the United States is one of the world's few industrialized countries without a comprehensive national health program. I realize that there is little that can be done in Hampshire County to change the national policy, but there are a great many people in Hampshire County who suffer from it.

While county and agency officials can do little to bring about a national health service, there are many things that can be done within the county. We cannot simply sit and wait for Washington to come to our rescue. It is not that I do not think Washington owes us a national health program, I just realize that it is not likely to happen soon. Certainly not during the Reagan administration.

One thing that can be done here in Hampshire County is the expansion of the already successful Health Maintenance Organization (HMO) model which is exemplified locally by the Valley Health Plan (VHP). It is encouraging to note that VHP recently opened its doors to medicaid recipients, but that is only the beginning. About 4% of county residents use VHP while 40% of those below 200% of poverty cite "a place where I can get all of my health needs taken care of by paying one annual fee instead of paying for each visit" as a need. HMO was not used in the question out of concern that people would conjure visions of alien invaders rather than health centers. But the need expression clearly points to HMO's. Other things that can be done in the county include a medical services bank. Such a bank was created a few years ago to provide emergency services for low income patients unable to use medicaid. The bank eventually closed when its sponsoring agency, HCAC decided to "spin it off" which is a euphemism



for "letting it die."

### Free Health Care

Another thing that can be done gets back to what must now seem like my broken record repetition of letting people know about services they are entitled to. Many of our nation's hospitals, including Hampshire County's Cooley-Dickinson, have entered into an agreement with the federal government they will provide free medical services to the poor in exchange for federal construction funds. The hospitals are required to make it known they offer these "Hill-Burton" (named for the bill that created the program) funds. Cooley-Dickinson's compliance consists of a small sign (in English only) placed where few can see it. This survey revealed that 90% of the 200% of poverty population (and 88% of the 100% of poverty population) knew of no programs to help people who need medical care but are not on medicaid and cannot afford it. Obviously many of the people were in that category, but did not know where to turn for help. The county and town governments, social service agencies, community organizations, churches and the medical community itself can do more than is now being done to make it widely known that services are available. Pressure can and should be brought to bear on Cooley-Dickinson to act within the spirit as well as the letter of the Hill-Burton requirements by having them

prominently inform the community, through vigorous outreach, that low income people have the right to low cost health care if they have no other way to finance it. It is almost as if we need a Miranda decision for health rights. The Miranda ruling by the Supreme Court requires all arresting police officers to inform people of their rights during an arrest. Perhaps the medical community should be required to provide patients with their rights prior to the patient entering into a relationship with the practitioner that could easily be as troublesome as the prisoner's relationship with the police.

### Mental Health

At the end of the mental health section I commented on what I considered to be an interesting finding. Respondents were far more likely to use their families and friend when they needed to talk through an emotional issue than they were to see a professional therapist or mental health worker. This finding gives ammunition to those who would argue that the government should spend less money subsidizing people to go to psychiatrists and other mental health professionals and more money assisting communities to provide assistance to people who serve as "natural helpers" to their community during times of stress. I suspect that there are thousands of people in this county

who are totally unfamiliar with even the basic jargon of the mental health profession who, nevertheless, can provide a listening ear and an understanding heart when their friends, family and neighbors come to them. My concern is not with the training of "natural helpers," but with the people who are in need of help but will go nowhere-- not to a professional, not to a family member and not to a friend. These are the people who keep their feelings inside and are likely to let them out through child and spouse abuse or through other forms of self-destructive or anti-social behavior. When those people who had not sought professional help for an emotional problem were asked to imagine they had a problem and needed professional help, "no one" came out as one of the three highest options, capturing 21% of the responses (it is interesting that people above 100% poverty were even more likely to select "no one". For that group, "no one" (23%) came out higher than psychologist or psychiatrist -20%-).

One solution to the problem would be community awareness programs which were designed to make people realize that it is "ok" to have an emotional problem and much better to work them through than to keep them inside. One technique that has worked for many is peer counseling. There are many different types of peer counseling including Re-Evaluation or "co" Counseling. Co-Counseling groups are organized throughout the country (including Hampshire

County) to help people develop systems through which they can learn to deal with stress, anger, frustration and all of the other ills that plague so many people.

### Transportation

Transportation is one issue that is a lot more than a single issue. The survey had a section dedicated to transportation, but what we discovered is that transportation related issues came up in virtually all other sections of the survey. Lack of transportation was cited as an obstacle to improve people's employment situation, it came up as a problem when needing health care. It was cited frequently as an issue for obtaining food (getting to market, farm or garden) and was very much an issue in the sections devoted to children and the elderly.

19% of the total population (all income levels) expressed a problem or severe problem with transportation. For those below the poverty line, nearly a third reported having problems. No surprise, 45% of the below poverty level households do not have a car. A lower, but still significant 23% of those at 200% poverty are without a car. That would not be a problem in some areas, but a third of the people in this county expressed dissatisfaction with the public transportation systems. The vicious circle gets



wide when considering that 40% of those who have a car find they have trouble paying to keep in repaired and that even parking the car, in Northampton or Ware, is a hassle for about half the population. But park they do, for 72% of the 200% of poverty population use their cars regularly or often. Some people get around by hitchhiking, getting rides with friends or car pooling. None of these alternatives is particularly popular, but all come up more frequently as per capita income drops.

The three highest transportation needs were all related to bringing the busses close to home. People living in outlying areas, such as the hilltowns, were particularly concerned about a lack of bus service to those isolated regions of the county.

### Food

When I analyzed the food question I became fascinated by my observation that people in the county's hilltowns earned less money, got less food stamps and ate better than did those in the non-hilly sections of the county. The phenomenon is of course explained by self-sufficiency. Hilltown residents have a long tradition of taking care of themselves. They have plenty of land on which to grow their gardens and plenty of incentive to avoid the high supermarket prices and high cost of even getting to the

nearest supermarket which may be as far as 40 miles from their homes.

### Hungry People In Hampshire County

The survey did not ask parents if they sent their children to bed hungry at night. Instead there were a series of questions which tried to get at the issue of whether people were having a hard time obtaining the food they needed. It was found that getting an adequate diet was a problem for 3% of the entire county, 9% of those below 200% of poverty and 13% of those below 100% of poverty. If 3% seems like a low number, multiply it by 140,000 county residents and imagine a crowd of 4,200 hungry people. Not a pretty sight. Hunger is a problem when it affects one person. Of course, we do not know how many of that 3% are actually hungry. But we also do not know how many of the 97% who did not indicate food problems actually have problems but are reluctant to admit them.

Another indicator of food problems was a question that asked respondents to indicate whether they have had to change their eating habits due to the rising cost of food. More than half those at 100% of poverty said yes.

Despite the problems, a lot of county residents are taking advantage of the rich Connecticut River Valley soil to grow their own food. Forty two percent of those below 200% of poverty maintained a garden the summer before the survey was taken. Unfortunately, gardening correlates with income so that as people get poorer, they are less likely to maintain a garden. That could be, in part, because they are less likely to have land for the garden and have chosen not to use the community gardens which are available in some towns.

### Food Stamps

About 16% of those below 200% of poverty and 31% of those below 100% of poverty received food stamps. What is again interesting is the number who do not receive food stamps. It is true that not all of those under the poverty line are eligible for food stamps, but most are. Why are there so many people who do not use food stamps? I suspect that some people do not know about food stamps, that others know about them but do not think they are eligible and that still more have decided they do not want to bother. The only way to get food stamps is to go to the welfare office. The thought of going to the welfare office for a "hand out" is abhorrent to some people--including many who are eligible. Others find it impossible to get to the welfare office. Some people may have calculated that the cost and

hassle involved in getting food stamps would not be worth the benefits. For whatever reasons, a lot of people do not bother. I suspect that an overwhelming reason is people's reluctance to get involved with what they perceive to be the welfare system. It is frequently perceived as an intrusion on their privacy, a waste of their time and an inconvenience. Nevertheless, it is also a way to make ones family food dollar go a lot further. The state, county and municipalities should launch a campaign to inform people about the food stamp program and emphasize that it is not a "handout," but an entitlement that people pay for through their taxes and have a right to if their income places them within the guidelines. In the 1970's, the National Council of Churches established a food stamp hotline to answer people's questions about food stamps. They also sponsored television commercials designed to make people feel more comfortable about applying for and using food stamps. Perhaps such a program is in order in Hampshire County.

### Employment Section

Ask any one about the unemployment problem in Hampshire County and he or she will probably tell you that it is due to the overabundance of highly educated people. One might expect the unemployment lines to be overflowing with PhDs looking for non-existent cab driving jobs.



The data from the survey suggests the opposite. The major obstacles to improving ones job situation was not a lack of academic jobs, but "lack of education." Other frequently cited problems included lack of child care, and lack of transportation. When respondents were asked to indicate the types of jobs they were seeking, not one mentioned an academic job! Admittedly, the data for unemployed persons is based on a small (but random) sub-group of the sample, but the general trends do tend to dispel the common myth.

Another interesting finding has to do with job satisfaction. Although 52% of the working population are very satisfied with their jobs, 17% are dissatisfied. With 18% of the 200% of poverty group and 41% of the 100% poverty group actively looking for jobs, it appears that there are a lot of discontented workers in Hampshire County.

What is particularly disturbing about the job section is that many of the problem areas pointed toward a need for increasing job training and work experience such as CETA, and Youth Employment Service. As of this writing, the CETA program is going through major budget cut backs so severe that the continued existence of Hampshire County CETA is seriously in doubt. While CETA has its problems and frustration for all involved, it has proved to be an excellent source of entry level jobs and temporary "holding

pattern" jobs to the many unemployed persons in this community. At the same time, it provided many very important public sector projects and social programs that would have been impossible without the labor and administrative assistance provided through CETA. Projects such as Northampton's El Gallo which provides English as a Second Language and other job enhancing educational programs will probably have to close their doors within a few months. Even this report is a product of a CETA funded data collection project, The Hampshire County Needs Assessment, which employed 15 full time persons for several months as well as providing support for this author during the critical early research stages. Projects such as this study and other worthwhile community efforts will be much more difficult to finance after the demise of CETA.

### Social Services, Crime, Abuse and Legal Assistance

One of the interesting findings in the social service section of the survey was that people say they do not need any referral systems, but when asked if they know about where to go for services, a lot of those who say they do not need a referral system do not know where to go for services should they need them. It is common for people to think that they do not need something only to find they need it desperately if their situation changes. Most

people do not feel they need fire extinguishers yet if a fire were to break out, they certainly would wish they had one. The same is true with social services. Many people consider them superfluous until they find themselves in a position to need one.

The referral service example is a case in point. Most of the time people do not think about whether they would be in a position to find services when needed since the need is not at hand. But when the need does arise, they may find themselves "in the dark without a flashlight." For some, it may never be a problem since they have their own networks that can help them find what they need. But the social service system must be tailored to serve those who do not have the networks, it is they who need the system most.

The county has an information and referral service, but most respondents had never heard of the Direct Information Service (DIS). If DIS is going to be a useful tool, there must be a concerted effort to make it known throughout the county. I question the extent to which social service agencies take advantage of the free time that is available from radio station's public service announcements, or the use they make of the schools to inform families, through their children, of available services.

### Neighborhood Safety

Compared to major cities, the people of Hampshire County feel quite safe. "Crime in the streets," comes out as a very high concern on most urban surveys, but here 46% of the 200% of poverty group consider their neighborhood to be "very safe after dark with only 11% considering their neighborhood somewhat unsafe and 1% finding it very unsafe. These figures, though better than one would find in Boston or New York are still disturbing. They say that one out of 12 households have some worries about safety.

I have to admit that I know little about neighborhood safety. I do know people usually feel more secure in communities where they know their neighbors and can identify with the community. Needless to say, people also feel safer in neighborhoods where there is less crime. It is not surprising that people in the hilltowns more more likely to feel safe in their neighborhoods than those in other sections of the county. Nor is it surprising that hilltown residents were less likely to have been victimized by a crime in the last 12 months. It may be that there are no short term solutions to the problems of crime in Hampshire County. Though it is not a big problem, it is obviously something of a problem. It is certainly an area where further research is in order.



### Legal Assistance

I found it very interesting that people who use publicly funded legal services are less pleased with the quality of their services than those who go to a private attorney. The difference was not startling, but the fact that there is any difference is of concern. It may be that people feel they need to pay for something in order for it to have value. There are those who claim that free services, in general, are less appreciated than those that people pay for. It may also mean that those using legal services are subjected to delays, difficulties and divided attention more than private legal clients. The legal services offices almost always have more cases than they can adequately handle and there are frequent complaints by lawyers and para-legals that they are overworked and understaffed. What is particularly distressing is that the legal services situation will probably get worse during the next few years. President-elect Reagan has been a long time opponent of legal services. This has been evident since he unsuccessfully attempted to abolish the California Rural Legal Assistance Program during his tenure as Governor of that state. Unless Mr. Reagan does a turn around as President, we can assume that he will not be friendly to the National Legal Services Corporation that provides support for such local projects as Western Massachusetts Legal Services and Quabog Legal Services.

As with other issues, there is only so much that can be done within Hampshire County to influence national policy. Of course, I would advocate that people in this county join with people throughout the country to put as much pressure as possible on the Reagan administration and the Congress to expand, rather than cut back, legal and other services to the poor. But, again, we need to find local solutions while pressing for national remedies. There are many examples of what can be done locally although none of them are particularly appealing as an alternative to legal services. The local bar associations can assign attorneys to accept low income clients on a no or low fee scale. This works, to a degree, but does not provide for high quality legal services if the attorney is less than enthusiastic about handling these cases. Programs can be developed through Western New England School of Law or some of the Boston law schools to arrange for free legal assistance to the county's poor, but why should poor people have to accept student lawyers (even though they may be as good or better than those that have already passed the bar) when the opposition is utilizing professional legal service.

Ultimately, the solution lies with some kind of adequate funding for locally based legal services. With Proposition 2 1/2, it is unlikely that such financing will come from the towns, the county or the state and with the Reagan administration, it is unlikely that it will come from the federal government. It is obvious the private sector is not going to put serious amounts of money into legal services (or any other social services) which leaves poor people in serious trouble.

#### Spouse and Child Abuse

The most frequently cited program need for the entire survey was "child abuse program," followed closely by "spouse abuse program." The extent to which people considered that a need certainly surprised this author. The findings may be explained, in part, by the fact that 60% of the respondents were women.

The implications are clear. There needs to be massive public education about spouse and child abuse and there need to be networks set up in each community to deal with problems as they arise. There is one program in Hampshire County, Necessities/Necisidades which helps women and children who have been abused by a partner or father. From my informal observations, it appears that many county women are not aware of that program and there is some concern, among women I have spoken with, that the program

tends to appeal more to women who are already involved in counter culture or lesbian circles than it does to women in nuclear families that may be even more in need of the service. I am not in a position to evaluate that program. But it is clear from the data that more needs to be done to provide services for child and spousal abuse victims as well as to do work to prevent further abuse.

### Children Section

One of the more disturbing set of findings of the study was the extent to which low income children suffer, more so than children from higher income homes, from such problems as poor teeth, poor vision and emotional problems such as fighting, lying, nervousness, inability to sleep, or excessive jealousy.

Seeking a reason for these differences, I consulted an area dentist and an area physician. The dentist, who treats medicaid patients, was asked to comment on why lower income families are more likely to complain about their children's teeth. My first thought was that it might have something to do with an inability to get medicaid to pay for dental care. The dentist assured me that medicaid will pay for dental care, though he complained at length about what he perceived to be unnecessary problems for the practitioners when trying to collect fees from the state.



The dentist agreed that poorer children do have more dental problems, indicating that his own practice and research corroborates the findings of this study. He had several possible explanations for the situation, but the one that seemed strongest to him, and me, is the tendency for lower income children to have a diet that is high in carbohydrates -- especially processed sugar. Diet, according to the dentist has a major impact on tooth decay.

It seemed logical. There is plenty of research to suggest that poor families have a high amount of sugar and processed carbohydrates in their diet and still more evidence correlating such diets with tooth decay.

As I was pondering the relationship between diet and tooth decay, I reviewed the list of children's problems and noticed that along with teeth, emotional problems scored very high. Again, an increase of emotional problems correlates with declining income. Although it is a controversial issue within the medical profession, there are many who believe that sugar correlates strongly with hyper-activity and other emotional problems in children. One physician who shares that view is Dr. James Able of the University Massachusetts Health Center. Dr. Able indicates that he has seen many examples, in his practice, of children whose emotional problems can be traced to their high intake of sugar. Dr. Able cautioned me that there are many in the medical profession who would disagree with

his opinions on this issue.

This is not a medical paper, and I have no intention of getting into various phases of the argument. I will leave this subject with the hypothesis that one of the major factors contributing to the increase in anti-social behavior on the part of low income children is their inadequate diet, especially their over use of sugar and processed carbohydrates. I would strongly urge researchers in food science and nutrition and related fields to pursue this important subject. I would further propose that the schools and the County Extension Service begin educational programs on the dangers of sugar. It is not enough to simply suggest that children should eat the "four basic foods" each day. There should be programs designed to encourage parents to provide their children with the various low cost nutritious alternatives to processed carbohydrates. I must admit, however, that I am not optimistic. No matter how well intentioned the parents are, the children will have their preferences which are based on many factors, including the massive propoganda campaign that the food industry carries out every Saturday morning during the children's cartoon shows. No matter how persuasive the arguments for good nutrition may be, it will be hard to compete with the sophisticated and repetitive messages from the companies that bring us such wonderful products as Hostess Twinkees, Big Macs and Sugar Frosted

Flakes.

### Elderly

I have already pointed out that the data from this study indicates that the elderly poor get better services than the younger poor. By better, I mean they are less adequate. It is true that the elderly poor are far more satisfied with their services than the younger poor, but I would hardly accuse the elderly of being complacent or coddled.

I am not advocating that elder Americans be patronized or given special "privileges." I agree with the Grey Panthers in their arguments that elders should be treated essentially like all other Americans. This includes the right to work. It is clear, from our data, that many elders would prefer to work but are unable to find jobs.

Most of the benefits available to elders are not handouts, but delayed payments for a lifetime of work, paying taxes, paying into the Social Security system and making contributions to society. Retired persons, regardless of their income during their working years, are entitled to a decent standard of living free from financial reliance on their children and others.

### Hampshire County Elders Self-Reliant.

The data for Hampshire County suggests that elders are self-reliant. The most common sources of income are based on past earnings. Social security is the main source, followed by pension, insurance and savings. Family and friends are primary sources of income for only 1% of the over 60 population.

The data also shows that elders are not heavily dependent on food stamps, welfare or other subsidized services. I can say, with a high degree of certainty, that a very high percentage of elders who are getting subsidized services get them because they need them.

### Concluding Comments

When the Hampshire County Needs Assessment was first discussed by the CETA board that was to eventually fund the project, there was a great deal of discussion as to whether one was needed. At first it seemed like the project would not be funded, since CETA had funded two other surveys that year. Many on the CETA board felt such a survey would be repetitive of the ones that had taken place earlier. Of course, those of us who wanted to see the project funded provided the committee with all the arguments at our disposal as to why this survey would be different. We argued that this survey would focus on the needs of the low



income, not under sample poor people as other surveys had done. We argued that the method for developing the instrument would be different from all previous surveys. This time, the community would be involved from the very beginning. And, of course, we argued that this survey (like one they had funded but unlike the other) would be conducted with a high degree of scientific precision so that the results could be cited with confidence. Finally, we argued that this survey would break new ground, uncover heretofore unknown information about the low income community and be a model for CETA projects throughout the nation. Our arguments were apparently persuasive, because despite an initially hostile reception by the committee, eventually the project was recommended for funding.

After the committee voted to fund the project, CETA director Bill Kane said that this had better be "the survey to end all surveys."

There are two ways to take Mr. Kane's comments. Either it could be the one survey that is so complete that there will never be a need for another, or, it could be such a bad survey that CETA would never want to repeat the mistake. To be sure, this is not the survey to end all surveys. I anticipate that survey research will not die either in America, or for that matter in Hampshire County. Given CETA's sad prognosis and grossly reduced budget, the present one will probably be the last survey funded by

Hampshire County CETA for some time, but I suspect that it will not be the last time that someone in Hampshire County sets out to find people's needs through a scientific survey.

No matter how you define it, this is not the survey to end all surveys. There is plenty of information that we did not collect and there are plenty of opportunities for additional research. First of all, even if there were such a thing as a perfect and complete survey, it would not end all surveys since opinions and needs are constantly changing. What people in Hampshire County need and feel in 1979 and 1980 may not apply to County residents in 1985. There will always be a need to update the data from this or any other study just as there is a need to regularly update the census.

Of course, this is not the perfect and complete survey. As I said when I began this conclusion, there are many questions, which in retrospect, I wish we had asked. I would have liked to know more about people's reasons for citing the needs they expressed. When we asked whether people were satisfied with their housing, I would have liked to know why they answered as they did. When we asked people if they needed a fuel subsidy to "make it through the winter," I would have liked to know what they thought would happen to them if they did not get a fuel subsidy. When we asked people to tell us, in general, how satisfied

they were with the health care they were getting, I would have liked to have known more about why they were either satisfied or dissatisfied.

We asked people a lot about their transportation needs, but we forgot to ask them some simple seemingly obvious questions such as how much they pay for gas each month or how far they drive to work.

We asked people a lot of questions about their work, but what do we know about the quality of work life in the county? I did not realize how little we asked about how workers spend 1/3 of their lives until I began to write the conclusion of the employment section.

We asked about many aspects of people's lives, but the instrument itself does not integrate those aspects. That information had to be constructed through some fancy computer gymnastics. We got a sense, but not as good a sense as I would have liked.

We asked people to rate their needs in various sections, but we have little data through which to compare needs in different sections. To be sure, we used identical scales, but what does it mean to compare a mean from a question in one section with a mean from a question in a section that may be asked 40 minutes later. One could argue that it means a great deal, but I felt it provided for weak comparisons and tried to resist the temptation to rank order all the needs (though some do emerge as very

strong while others are clearly weak.

Another weakness in the survey is the fact that, for the most part, an entire household was represented by one person. What do we know about the needs and aspirations of children, when virtually all of the respondents were over 17 years old? I comment on children's problems, but these are entirely based on what their parents or other adult household members report. Had we asked the children, we might have gotten different answers.

There are other major population groups that are not represented in this survey. People living in nursing homes were not interviewed. When I report that older people tend to have less unmet needs than younger people at the same income, I am referring to the older people we talked with. There are many elders in the county whom we could not reach because they were in nursing homes, hospitals or too infirm to be interviewed. We did not interview any "institutionalized" people including mental patients, residents at the Veterans Administration Hospital, inmates at the County Jail, and students living in campus dormitories. We missed all of these people in our analysis of needs.



Other than what I have noted, I assume that all other segments of the population were represented. Every effort was made to randomly sample from the entire universe of county households with the exception of those noted here.

### Suggestions for Further Research

Like anyone who has just finished a major project, I feel that if I had to do it again, I would do it differently. Indeed, if I had to do it again, I would not. I am not saying that I would not conduct another survey. I am saying that I would not conduct so massive a survey. I feel that the survey suffered from our desire to be all things to all people. We knew at the beginning that we could not satisfy the information needs of every agency and group in Hampshire County. But that, essentially, is what we tried to do. The amount of input from agencies has been stifling to the survey. I was not bothered by the pre-survey construction written comments from nearly 40 agencies, but I am disturbed that I tried to meet too many of their needs as well as the needs of agency staff who called during the final editing stages to offer suggestions or to try to get their pet question included. I am not trying to be ungrateful for what was a lot of help from a lot of people. It is simply that too much input can be as bad as too little.

If I had to do it again I would not do an omnibus survey, but would do several shorter surveys dealing with specific subjects.

Although an omnibus survey such as this provided a wide range of data and an opportunity to compare needs from different issue areas, it also presented immense development, organizational, management, data management and data analysis problems. The survey took a long time to administer and was tiring for both the respondent and the interviewer. It was also very expensive. I estimate that over \$100,000 of resources went into this study. The difficulties in managing the data, though not insurmountable, took up a great deal of time not only from this author but several others who were involved with the project. A survey with 505 variables is a very large survey with a very large data base. I have noticed what I consider to be a dis-economy of scale. While I have been laboring, over the past two years, at one or another stage of this project, I have periodically taken time to consult on other surveys of lesser scope. What I discovered is that shorter, less complicated surveys take disproportionately less time to complete. A 50 item questionnaire will take considerably less than 1/10th the time of a 500 item questionnaire.

It is not merely the length of the instrument that it is at issue. It is the number of issue areas that I had to contend with. Although I do not claim to be an expert on all (or any) of the subjects that I had to analyze, I did need to do research on all the subjects to familiarize myself with them enough to be able to make a sound analysis of the data. It is extremely difficult to be conversant in so many subjects. I suspect that if the subjects had been fewer in number I could have become more fluent in each while spending less time on the total work.

There is also the problem of forcing the respondent to jump from one field to another. While all aspects of this study shared the common link of being relevant to people's lives, each had a slightly different tone and each caused the interviewer and the respondent to "change gears" from time to time. This did not cause major problems in the field, but did pose some difficult moments, according to some of the interviewers I spoke with.

### Series of Shorter Surveys

A series of shorter issue surveys would have been more manageable and would have provided the researchers more time to familiarize themselves with each subject area. What's more, some of the weaknesses of this survey, notably its lack of depth, could have been avoided if each interview had been limited to one or two issue areas.

Of course, there is always the tendency for studies like this to succumb to what University of Massachusetts Sociologist James Wright calls "misewells disease." "Misewell's disease." can be diagnosed by this symptom: "We're asking this question so we "misewell" ask that question." It's a common problem among survey researchers and their clients (I suspect, from my experience that many researchers catch it from their clients) who are tempted to add "a question or two" because "we've gone through all this trouble to get to the front door, so we "misewell" throw this one in."

But, let us not forget that this was to be the "survey to end all surveys" and the project certainly would not have been funded had we requested support for a series of surveys on various subjects. Such a series also would have required an even more elaborate data collection system than was used for this study, or would have required our relying on the telephone or the mails for our data collection.

On final analysis, I do not have to do it all over again, which is fortunate. So it is somewhat of a moot point as to what I would do differently next time. But despite all my concerns and the study's limitation, there are many aspects of the methodology that I would repeat since they have proven to be quite useful.



### Aspects of the Methodology Worth Repeating

The use of defining interviews from the community being studied was extremely useful for the study. That is the cornerstone of the methodology and I would not change it in a future study.

The use of a random sample provided reliability that could not have been achieved through any other sampling mechanism. Though it is more expensive than many other sampling techniques, it provides the report with a degree of credibility that is essential.

The use of a relatively large sample proved to be very important during the many occasions when we wanted to generate data about a sub-group the population. That, too, was expensive but was indispensable for the more detailed analysis that we choose to perform.

The use of computers in virtually all aspects of the study from the initial sampling procedures to the final typing, editing and printing of the report turned out not only to be a time saver but to assure better accuracy. Through the course of this study, I have learned a good deal about how to use and how not to use computers. One recommendation, which I did not implement until the very end of the process, is the utilization of two computers. One large main frame computer such as the University's central processor and one small micro-computer (in this case an

Apple II) provide the best of both worlds. The large computer is capable of processing large amounts of data from remote terminals anywhere in the state while the smaller computer is better suited to processing smaller data sets and word processing. The smaller computer is also more reliable since it is far less likely to break down or be unavailable when needed. The two computers can be configured to "talk to each other" via telephone lines so that each can be used for their own best purposes and data transferred between them.

If I were to do this again, I would repeat the general methodology of asking people to express their needs. Next time, however, I would be clearer with respondents as to whether they are rating unmet needs or met needs. I would again distinguish between needs and problems, but would attempt to link problem statements with need statements so that the respondent has an opportunity to both "gripe" and propose solutions. That system was used in this study, but could have been better integrated.

I would again seek input from agency personnel, but I would minimize their role in final decision making process. I would insist on one client who has the responsibility to deal with all other personnel and to interpret, to the researcher, what he or she considers to be the client's need for information. Serving multiple clients can be very difficult.

Finally, if I were to do this again, I would insist on more clarity from the client as to what he or she intends to do with the information. I would want a better sense as to the kinds of programs whose fate hinges on the data and the types of decisions they would make with the data. I would have a very clear understanding as to the limitations of what can be derived from a survey such as this.

Despite the problems, and there were many over the past two years, I would approach any other survey conducted with the same general attitude and perspective from which I approached this one. It is an attitude that got me (and I hope others) through some of the more difficult times. The attitude is one which assumes that there will be many turns along the road where the difficulties seem insurmountable but are in fact solvable. Such junctures occurred with regularity from the day this study was conceptualized until the moment of its completion. The attitude that got me through is the notion that problems are not roadblocks but challenges.

The project reached many stalemates, but it never reached a point where it could not move forward. It merely came to a pause where creativity had to overcome rigidity. There were times when we had to revise the procedures so that we could move forward, but we could not abandon our commitment to rigor and high standards of reliability.

There were times when we had to re-draw the sample, but we could not abandon our commitment to randomness. There were times when we had to replace time tested systems for data input with inventive new solutions, but we could not abandon our commitment to accuracy.

There was a time when we had to terminate the employment of a staff member, but we could not abandon our commitment to making working on the survey as rewarding a job as possible. There were times when this author had to convince others (and himself) that it was worthwhile to carry out.

Finally, there were times when we had to step back, put away our survey instruments, turn off our computers and take a long and serious look as to what this all means. It was at these times that the "goal" of getting the survey finished had to be put aside for a larger goal: There have been many times, perhaps too many, when I have had to force myself to sit back and consider why I undertook this project in the first place. There were times when I had to re-dedicate myself to the people that this report is dedicated to: The low income population of Hampshire County, Massachusetts, whose needs, dreams, aspirations and struggles are the inspiration for this work.



## B I B L I O G R A P H Y

Anderson, James E. Cases in Public Policy Making. New York: Holt, Rinehart and Winston.

Ary, Donald, Jacobs, Lucy and Razavieh, Asghar. Introduction to Research in Education. New York: Holt, Rinehart and Winston, 1972.

Best, John W. Research in Education. Englewood Cliffs, N.J.: Prentice-Hall, 1970.

Blaustein, Arthur and Woock, Robert (editors). Man Against Poverty: World War III. A Reader on the World's Most Crucial Issue. New York: Vintage Books.

Bloomberg, Warner and Schmandt, Henry. Power, Poverty, and Urban Policy. Beverly Hills, CA: Sage, 1968.

Brager, George. "Commitment and Conflict in a Normative Organization." American Sociological Review. Vol. 34, No. 4. August, 1969.

Community Services Administration. CAP Management Guide: A Planning Guide for Community Action Agencies. Washington D.C.: Community Services Administration, 1979.

Coser, Louis. "Social Conflict and the Theory of Social Change." The British Journal of Sociology. Vol. VIII, No. 3. September, 1957.

Dillman, Don. Mail and Telephone Surveys: The Total Design Method. New York: John Wiley and Sons, 1978.

Galper, Jeffry. The Politics of Social Services. Englewood Cliffs, N.J.: Prentice-Hall, 1975.

Hagstrom, Warren. "Poverty and Adult Education." Adult Education. Spring, 1965.

Hagstrom, Warren. "Refuting the Moral Case Against Social Action." Event. Vol. 6, No. 3. Spring, 1966.

- Huff, Darrell. How to Lie with Statistics. New York: W.W. Norton and Co., 1954.
- Humphrey, Hubert. War on Poverty. New York: Mc-Graw Hill, 1964.
- Kahn, Si. How People Get Power: Organizing Oppressed Communities for Action. New York: Mc-Graw Hill, 1970.
- Krause, Elliott. "Functions of a Bureaucratic Ideology: 'Citizen Participation.'" "Social Problems" 1968.
- Ladd, Everett. Ideology in America: Change and Response in a City, A Suburb, and a Small Town. New York: W.W. Norton, 1972.
- Leedy, Paul. Practical Research Planning and Design. New York: Macmillan Publishing Co., Inc., 1980.
- Lipsky, Michael. "Protest as a Political Resource." American Political Science Review, 62 December, 1968.
- Miller, Delbert C. Handbook of Research Design and Social Measurement. New York: David McKay Co., 1970.
- Milwaukee County Welfare Rights Organization. Welfare Mothers Speak Out. New York: W.W. Norton and Co., 1972.
- Mollenkoph, John. On the Causes and Consequences of Neighborhood Political Mobilization. Prepared for delivery at the American Political Science Association, September, 1973.
- Morris, David and Hess, Karl. Neighborhood Power: The New Localism. Boston: Beacon Press, 1975.
- Moynihan, Daniel Patrick. Maximum Feasible Misunderstanding: Community Action and the War on Poverty. New York: Arkville Press Book, 1969.
- Orcese, Dennis and Richer, Stephen. Stages of Social Research: Contemporary Perspectives. Englewood Cliffs, N.J.: Prentice-Hall, 1970.

- Parenti, Michael. Power and the Powerless. New York: St. Martin's Press, 1978.
- Piven, Frances Fox and Cloward, Richard. "Dilemmas of Organization Building: The Case of Welfare Rights." Radical America. Vol. II, No. 5. September-October 1977.
- Piven, Frances Fox and Cloward, Richard. Regulating the Poor. New York: Vintage Books, 1972.
- Piven, Frances Fox and Cloward, Richard. The Politics of Inequality. New York: Vintage Books, 1975.
- Ross, Elizabeth. Welfare: Why Workers Need it Why Billionnaires Get It. New York: Center for United Labor Action, 1973.
- Rubin, William. Worlds of Pain. New York: Basic Books, Inc., 1976.
- Ryan, William. Blaming the Victim. New York: Vintage Books, 1979.
- Schlesinger, Arthur. A Thousand Days: John F. Kennedy in the White House. Boston: Houghton Mifflin Company, 1965.
- Sellitiz, Chaire, Wrightsman, Lawrence and Cook, Stuart. Research Methods in Social Relations. New York: Holt, Rinehart and Winston, 1976.
- Steiner, Gilbert. The State of Welfare. Washington D.C.: Brookings Institution.
- Sudman, Seymour. Applied Sampling. New York: Academic Press, 1978.
- Warren, Ronald. Studying Your Community. New York: Free Press, 1965.

APPENDIX A:

THE SURVEY INSTRUMENT



## HAMPSHIRE COUNTY NEEDS ASSESSMENT

CONFIDENTIAL

DO NOT WRITE NAME  
ON SURVEY INSTRUMENT

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(1:A)	(1:B)	(1:C)	(1:D)	(1:E)

- (1:1 & 2) A. Town
01. Amh 02. Bel 03. Chest 04. Cumm 05. Easth 06. Gosh 07. Gran  
08. Had 09. Hatf 10. Hunt 11. Mid 12. Northp 13. Pel  
14. Plain 15. Southp 16. Sollah 17. War 18. Westh 19. Wil 20. Worth

- (1:3) B. Dwelling
1. single family house 2. duplex 3. apart. bldg. 5. APT Complex  
4. large apt. bldg.  
6. trailer 7. eld housing 8. stud housing 9. other \_\_\_\_\_

## C. Street or complex:

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(1:H)	(1:I)	(1:J)

## (1:G) G. Setting:

1. semi-urban 2. semi-rural  
3. rural 4. working farm

## D. Interviewer #

<input type="checkbox"/>	<input type="checkbox"/>
(1:K)	(1:L)

## E. Time Start

Time End

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(1:M)	(1:N)	(1:O)	(1:P)

## F. Time of interview (in minutes)

<input type="checkbox"/>	<input type="checkbox"/>
(1:Y)	(1:Z)

Continued?

1. yes 2. no

(1:R)

- (1:4) 1. How would you describe this household. Is it a:
1. family 2. individual 3. group of individuals  
4. family and individual(s) 5. commune, collective or co-op  
6. other \_\_\_\_\_

- (1:5) 2. Including yourself, how many people (adults and children)  
live in this house/apartment?
- 0 1 2 3 4 5 6 7 8 9 or more

- (1:6) 3. Do you own or rent this house/apartment?
1. own 2. rent 3. occupy without payment  
4. other \_\_\_\_\_

4. How much is total rent/mortgage (include property taxes if owner)  
(if this is a room mate situation, get respondent's share only)

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(1:7)	(1:8)	(1:9)

## DEMOGRAPHICS

RELATION TO RESP.		AGE		SEX	MARITAL STATUS	OCCUP ATION	LAST GRADE		WAGE EARNER
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1:10	1:11	1:12	1:13	1:14	1:15	1:16	1:17	1:18	1:19
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1:20	1:21	1:22	1:23	1:24	1:25	1:26	1:27	1:28	1:29
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1:30	1:31	1:32	1:33	1:34	1:35	1:36	1:37	1:38	1:39
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1:40	1:41	1:42	1:43	1:44	1:45	1:46	1:47	1:48	1:49
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1:50	1:51	1:52	1:53	1:54	1:55	1:56	1:57	1:58	1:59
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1:60	1:61	1:62	1:63	1:64	1:65	1:66	1:67	1:68	1:69
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1:70	1:71	1:72	1:73	1:74	1:75	1:76	1:77	1:78	1:79
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1:80	1:81	1:82	1:83	1:84	1:85	1:86	1:87	1:88	1:89
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1:90	1:91	1:92	1:93	1:94	1:95	1:96	1:97	1:98	1:99

  

01. self	at last b.d.	1= male	1. nev mar	1. prescho	13 some coll	1. princple
02. wife	10 ad. male rel	2= fem.	2 married	2. school	14 coll grad	2. secondary
03. husb.	11 ad. fem rel		3 widowed	3. colleg	15 some grad s	3. not earner
04. daught	12 m. chil rel		4 divorce	4. tech	16 Masters	
05. son	13 f. chil rel		5 separat	5. emplyd	17 Doctor	
06. father	14 ad. female		6 informa	6. home		
07. mother	15 ad. male			7. unem, seeking		
08. g. fath	16 child not rel			8. unem, not		
09. g. moth	17 child not rel			9. retire		

(1;100) 6. TOTAL NUMBER OF ADULTS IN HOUSEHOLD (CODE FROM ABOVE)  
 0 1 2 3 4 5 6 7 8 9 or more

(1;101) 7. TOTAL NUMBER OF CHILDREN IN HOUSEHOLD (CODE FROM ABOVE)  
 0 1 2 3 4 5 6 7 8 9 or more

### CHECK POINT

be sure that totals  
 agree with item # 2

8. I'm going to show you a list of items that are sometimes problems for families. Please look at the list on snow card # 1 and tell me which, if any, are problems or serious problems.

SHOW CARD  
 # 1

		PROBLEM	SEVERE PROBLEM	NOT PROBLEM
(1;102)	A. housing-----	1	2	3
(1;103)	B. heating-----	1	2	3
(1;104)	C. transportation-----	1	2	3
(1;105)	D. education for children-----	1	2	3
(1;106)	E. health care-----	1	2	3
1;107	F. psychological counseling----- or therapy	1	2	3
1;108	G. education or training for----- adults	1	2	3
1;109	H. a job for unemployed----- person	1	2	3
1;110	I. a better job for employed----- person	1	2	3
1;111	J. personal safety-----	1	2	3
1;112	K. child care-----	1	2	3
1;113	L. access to stores-----	1	2	3
1;114	M. adequate diet-----	1	2	3

- (1;115) 9. What is the main method of heating your home?  
 1. oil 2. gas 3. electricity 4. wood  
 5. solar 6. other \_\_\_\_\_
- (1;116) 10. Is there another system you also use as a backup?  
 0. no 1. oil 2. gas 3. electricity 4. wood  
 5. solar 6. other \_\_\_\_\_
- (1;117) 11. Is the thermostat controlled by a person in this household?  
 1. yes 2. no
- (1;118) 12. In the winter, do you find your home to be?  
 1. much too cold 2. somewhat too cold 3. about right  
 4. somewhat too warm 5. much too warm
- (1;119) 13. How much of a hardship, if any, is it for you to pay your heating costs this winter?  
 1. heat included in rent 2. very hard 3. somewhat hard  
 4. not hard
- (2;1  
2;2) 14. How many years have you lived in this house/apartment?  
 ENTER 01 IF 1 YEAR OR LESS  
   
 2;2
- 2;3 15. How much longer do you plan to remain in this house/apartment?  
 1. less than a year 2. 1 to 4 years 3. 5 or more years  
 4. no plans to move 5. don't know
- (2;4  
2;5) 16. How long have you lived in Hampshire county  
 ENTER 01 IF 1 YEAR OR LESS  
   
 (2;4) (2;5)
- (2;6) 17. How much longer do you intend to remain in Hampshire County?  
 1. less than a year 2. 1 to 4 years 3. 5 or more years  
 4. no plans to move 5. don't know



CASE NUMBER

				2
(2;A)	(2;B)	(2;C)	(2;D)	(2;E)

- (2;7) 18. Not counting closets, bathrooms or porches, how many rooms are  
(2;8) there in your house/apartment?

(2;7)	(2;8)

- (2;9) 19. How many bedrooms are there?

0 1 2 3 4 5 6 7 8 9 or more

- (2;10) 20. How would you rate the overall condition of your house/apartment?  
1. very good 2. somewhat good 4. somewhat poor 5. very poor

21. If you turn to show card #2, you will see a list of facilities that are found in some homes and not found in others. For each, please tell me if your home has it, does not have it, or has it but it is not in working order

SHOW CARD

# 2

	HAVE IT	NOT HAVE	CUT OF ORDER
(2;11) A. running water-----	1	2	3
(2;12) B. hot water-----	1	2	3
(2;13) C. flush toilet-----	1	2	3
(2;14) D. electricity-----	1	2	3
(2;15) E. refrigerator-----	1	2	3
(2;16) F. bathtub or shower-----	1	2	3
(2;17) G. television set-----	1	2	3
(2;18) H. cable T.V. hook up-----	1	2	3
(2;19) I. dishwashing machine-----	1	2	3
(2;20) J. clothes washer-----	1	2	3
(2;21) K. clothes dryer-----	1	2	3
(2;22) L. storm windows-----	1	2	3
(2;23) M. insulation (against cold)-----	1	2	3
(2;24) N. weatherstripping ----- (on windows)	1	2	3
(2;25) O. trash collection----- or on-premise drop off	1	2	3
(2;26) P. sewage system ----- or septic tank	1	2	3

(2;27) 22. Do you regularly read any newspapers?

1. yes \_\_\_\_\_  
 2. no (skip to 24) \_\_\_\_\_

(2;28) \_\_\_\_\_

(2;29) \_\_\_\_\_

23. What newspaper(s) do you regularly read?

(2;30) \_\_\_\_\_

24. Do you regularly listen to any radio stations?

1. yes \_\_\_\_\_ 3. No radio in house \_\_\_\_\_  
 2. no (skip to 31) \_\_\_\_\_

(2;31) ☐

(2;32) ☐

25. What radio stations do you regularly listen to?

W \_\_\_\_\_

W \_\_\_\_\_

31. If you turn to show card # 3 you will see a list of services that are common in some communities. After each, I would like you to tell me how satisfied you are with it. Please tell me if you are very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied. Also, tell me if you have no basis on which to judge.

1= very satisfied 2= somewhat satisfied 3= somewhat dissatisfied  
 4= very dissatisfied 5= don't know or no basis to judge

SHOW CARD # 3

- |        |                        |       |        |        |        |        |        |
|--------|------------------------|-------|--------|--------|--------|--------|--------|
| (2;33) | A. police department   | ----- | 1----- | 2----- | 3----- | 4----- | 5----- |
| (2;34) | B. fire department     | ----- | 1----- | 2----- | 3----- | 4----- | 5----- |
| (2;35) | C. public library      | ----- | 1----- | 2----- | 3----- | 4----- | 5----- |
| (2;36) | D. street cleaning     | ----- | 1----- | 2----- | 3----- | 4----- | 5----- |
| (2;37) | E. public schools      | ----- | 1----- | 2----- | 3----- | 4----- | 5----- |
| (2;38) | F. trash collection    | ----- | 1----- | 2----- | 3----- | 4----- | 5----- |
| (2;39) | G. snow removal (town) | ----- | 1----- | 2----- | 3----- | 4----- | 5----- |
| (2;40) | H. welfare department  | ----- | 1----- | 2----- | 3----- | 4----- | 5----- |
| (2;41) | I. street lights       | ----- | 1----- | 2----- | 3----- | 4----- | 5----- |
| (2;42) | J. parks               | ----- | 1----- | 2----- | 3----- | 4----- | 5----- |
| (2;43) | K. recreation program  | ----- | 1----- | 2----- | 3----- | 4----- | 5----- |
|        | for adults             |       |        |        |        |        |        |

		VERY SAT	SOMEWT SAT	SOMEWHT Dissat.	VERY Dissat	DON'T KNOW
(2:44)	L. recreation opportunities for children	1	2	3	4	5
(2:45)	M. water quality	1	2	3	4	5
(2:46)	N. town government	1	2	3	4	5
(2:47)	O. county government	1	2	3	4	5
(2:48)	P. road conditions in your town	1	2	3	4	5
(2:49)	Q. public transportation	1	2	3	4	5
(2:50)	R. school busses	1	2	3	4	5
(2:51)	S. quality of nearest hospital	1	2	3	4	5
(2:52)	T. parking in your town	1	2	3	4	5
(2:53)	U. recreation program for adolescents	1	2	3	4	5

- (2:54) 32. What languages are spoken in your home?
1. English 2. Spanish 3. Polish  
4. French 5. English & Spanish 6. English & Polish  
7. English & French 8. English & Other \_\_\_\_\_

- (2:55) 33. Do you consider yourself to be a member of any minority group?
1. yes  
2. no (skip to 33B)

- (2:56) 33A. Which group? DO NOT READ OPTIONS
1. Black 2. Hispanic 3. Native American 4. Polish  
5. Asian 6. Gay 7. Black & Hispanic 8. Irish  
9. Other ethnic \_\_\_\_\_ 10. other non-ethnic \_\_\_\_\_

- 33B. Please turn to show card #4. Do you ever feel discriminated against because of any of the items listed on show card #4.

SHOW CARD  
# 4

- (2:57) A. because of your race ----- 1 yes ----- 2 no  
(2:58) B. because of age (too old) ----- 1 ----- 2  
(2:59) C. because of your age (too young) ----- 1 ----- 2  
(2:60) D. because of your economic situation ----- 1 ----- 2  
(2:61) E. because of your sex ----- 1 ----- 2  
(2:62) F. because you have children ----- 1 ----- 2

# SHOW CARD # 5

34. To analyze the information from this survey, we need to know people's incomes. Of course, this information, like the rest of this survey is both confidential and anonymous. If you turn to show card # 5, you will see a number of income categories. I would like you to find the letter next to the category that most closely approximates your family's total annual income. Please use your before tax income and include all sources including wages, public assistance, child support, etc.

A	B	C	D	E	F	G	H	I	J	K	L	M
00	01	02	03	04	05	06	07	08	09	10	11	12
N	O	P	Q	R	S	T	U	V	W	X	Y	Z
13	14	15	16	17	18	19	20	21	22	23	24	25

- (2:65) 35. As I recall, there are \_\_\_\_\_ people living off that income. Is that correct. ENTER TOTAL NUMBER OF PEOPLE DEPENDENT ON INCOME

0 1 2 3 4 5 6 7 8 9 or more

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
1																							
2																							
3																							
4																							
5																							
6																							
7																							
8																							
9																							

CODE, BUT DO NOT ASK

(2:66) This household is

1. within our guidelines
2. not within our guidelines

GOTO NEXT BOOKLET

This is the end of our questions. Do you have anything you would like to add?

One last thing. May I have your telephone number in case my supervisor wishes to confirm this interview?

phone number \_\_\_\_\_



CASE NUMBER

   

36. Let's change the subject for a moment. We like to have people tell us, in their own words, what sorts of problems that have to deal with in their daily lives. Can you tell me what some of the problems are that you face these days in your own life?

    
 (2:67) (2:68) (2:69)

A  
FIRST PROBLEM MENTIONED

    
 (2:70) (2:71) (2:72)

B.  
SECOND PROBLEM MENTIONED

    
 (2:73) (2:74) (2:75)

C.  
THIRD PROBLEM MENTIONED

    
 (2:76) (2:77) (2:78)

D. FOURTH PROBLEM MENTIONED

IF NECESSARY, READ BACK THE PROBLEMS TO MAKE SURE YOU HAVE THEM RIGHT.

- (2:79) 37. Which of those would you consider to be your most serious problem?  
 A B C D

- (2:80) 38. Inorder to determine needs, we are also asking whether people use certain types of public assistance. Could you tell me if any one in your household receives?

1. AFDC (Aid to Families of Dependent Children)
2. General relief
3. Other \_\_\_\_\_
4. None of the above \_\_\_\_\_

NTERS	RENTERS	RENTERS	PENTERS	RENTERS	RENTERS
-------	---------	---------	---------	---------	---------

39. Are any utilities included in your rent? IF YES, ask which ones

(2:81) A. heat----- 1. included--- 2. not included

(2:82) B. hot water ----- 1 ----- 2

(2:83) C. cooking fuel---- 1 ----- 2

(2:84) D. electricity ---- 1 ----- 2

(2:85) E. wood----- 1 ----- 2

(2:86) F. other\_\_\_\_\_ 1 ----- 2

(2:87) 40. Do you feel that your rent is:

1. very reasonable 2. fair 3. somewhat too high

4. much too high 5. don't pay rent

(2:88) 41. How satisfied are you with the way your landlord maintains your apartment/house.

1. very satisfied 2. somewhat satisfied 3. somewhat dissatisfied

4. very dissatisfied

(2:89) 42. How satisfied are you with the way your landlord maintains the public areas and grounds of your building/complex.

1. very satisfied 2. somewhat satisfied

3. somewhat dissatisfied 4. very dissatisfied

(2:90) 43. Do you have a rent subsidy of any kind?

1. yes (goto 44)

2. no (skip to 46)

44. What kind of subsidy is it?

(2:91)

45. What would you estimate to be the monthly value of the subsidy?  
(in dollars)

2:92 2:93 2:94

dollars per month

2:95 46. Has your rent gone up in the last year or since your last lease expired?

1. yes (goto 47)

2. no (skip to 48)

47. How many dollars per month?

2:96 2:97

RENTERS (2)   RENTERS (2)   RENTERS (2)   RENTERS (2)   RENTERS (2)   RENTERS (2)

2:98 to 2:100 are blank)

(2:101) 48. Do you anticipate ever buying your own home?

1. yes (go to 49)

2. no (skip to 50)

(2:102)

49. When do you plan to buy your home?

1. within a year or two      2. within 5 years

3. more than 5 years      4. don't know

(2:103)

50. Why don't you plan to buy your own home?

1. don't want to      2. don't think I'll be able to afford it

(2:104) 51. How much of a hardship, if any, is it for you to pay your rent most months?

1. very hard      2. somewhat hard      3. not hard      4. don't pay rent

(2:105) 52. Do you have any complaints or problems with your housing that you would like to tell us about?

1. yes (go to 53)

2. no (skip to 62, PAGE 13)

A.

A. ☐ 106 ☐ 107

B. ☐ 108 ☐ 109

C. ☐ 110 ☐ 111

(2:112)

53. What are the problems

A. \_\_\_\_\_

B. \_\_\_\_\_

C. \_\_\_\_\_

D. \_\_\_\_\_

IF MORE THAN ONE PROBLEM, ASK 54, otherwise skip to next section)

54. Which would you consider to be the most severe problem.

1. A      2. B      3. C      4. D

SKIP TO ITEM 62 ON PAGE 13

OWNERS OWNERS OWNERS OWNERS OWNERS OWNERS OWNERS

(2;113) 55. Are there any repairs that you would like to have done around the house but haven't done because you don't have the money?

1. yes

2. no (skip to 58)

56. If you turn to show card # 6 you will see a list of possible areas for repairs. Which, if any, are areas where you need assistance?

SHOW CARD # 6

- (2;114) ☐ A. electrical work  
 (2;115) ☐ B. roof repair  
 (2;116) ☐ C. plumbing  
 (2;117) ☐ D. repair of major appliance  
 (2;118) ☐ E. insulation  
 (2;119) ☐ F. storm windows  
 (2;120) ☐ G. weatherstripping  
 (3;1) ☐ H. painting or siding repair (outside )  
 (3;2) ☐ I. inside painting  
 (3;3) ☐ J. work on chimney

circle = 1  
 check = 2  
 blank = 0

57. Which of the above would you consider most urgently needed?

PLACE A CHECK MARK BY HIGHEST PRIORITY

(3;4) → 58. Do you know the last time your home's insulation was either installed or inspected? (if yes, ask "when")

1. don't know    2. within last 2 years    3. within last 5 years  
 4. more than 5 years ago    5. never installed

(3;5) 59. Do you own your house outright, or is there a mortgage?

1. owned outright (skip to next page)  
 2. mortgage (goto 60)

(3;6)

60. Does your mortgage payment include property taxes?

1. yes  
 2. no  
 3. don't know

(3;7)

61. How much are your property taxes each year?

(3;8)

(3;9)

(3;10)

☐ don't know (9999)



USE NUMBER

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(3:A)	(3:B)	(3:C)	(3:D)	(3:E)

EVERYONE

EVERYONE

EVERYONE

EVERYONE

EVERYONE

EVERYONE

(3:11) 62. Do you know if you are eligible for emergency fuel assistance or subsidy?

1. don't know    2. yes, am eligible    3. no, not eligible

(3:12) 63. Have you ever applied for emergency fuel assistance or subsidy?

1. yes (go to 64) →  
2. no (skip to 67)

(3:13) 64. From where?

1. HCAC    2. welfare    3. both    4. other \_\_\_\_\_

(3:14) 65. Did you get it?

1. yes from HCAC    2. yes from welfare    3. yes from both  
4. no    5. still waiting to hear

(3:15) 66. Was it adequate to get you through the winter?

1. adequate    2. barely adequate    3. not adequate

SKIP TO 68

(3:16) 67. Do you feel that you need a fuel subsidy or emergency assistance to make it through this winter?

1. yes    2. no    3. not sure

(3:17) 68. Do you have a telephone at home?

1. yes →

2. no (skip to 71)

(3:18) 69. How much is a typical monthly phone bill

<input type="checkbox"/>	<input type="checkbox"/>
3:18	3:19

(3:20) 70. Does your basic service include the cost of most of the calls you need to make such as work, doctor, agencies, etc.

1. yes    2. no

SKIP TO 72

(3:21) 71. Which of the following reasons most closely indicates why you don't have a phone?

1. don't want one    2. installation too expensive  
3. monthly charge too high    4. owe money to phone company  
5. can't get credit    6. (2 & 3 above)    7. other \_\_\_\_\_

72. I'm going to ask you a few questions about your health care. If you turn to show card # 7 you will see a list of places where people go for health care. I want you to tell me all the places that you or your family visit.

**SHOW CARD # 7**

CIRCLE ALL MENTIONED

7221 \_\_\_\_\_ A. Private doctor or clinic  
(other than Valley Health Plan)

7222 \_\_\_\_\_ B. Valley Health Plan  
(Amherst Med. Assoc.)

7223 \_\_\_\_\_ C. Valley Health Plan  
(Univ. Health Service)

7224 \_\_\_\_\_ D. Dudley Dickenson Hospital

7225 \_\_\_\_\_ E. Mary Lane Hospital

7226 \_\_\_\_\_ F. Worthington Health Center

7227 \_\_\_\_\_ G. Belchertown Health Clinic

7228 \_\_\_\_\_ H. Student Health Program

7229 \_\_\_\_\_ I. Other hospital

7230 \_\_\_\_\_ J. Other \_\_\_\_\_ (write "none" here and code 4)

IF MORE THAN ONE MENTIONED, ASK: Which do you usually use for routine care?

PLACE A CHECK NEXT TO ONES USUALLY USED  
(no more than 2)

73. How do you pay for your health care?

CIRCLE ALL THAT APPLY

**SHOW CARD # 8**

7321 \_\_\_\_\_ A. cash or check

7322 \_\_\_\_\_ B. employer financed insurance

7323 \_\_\_\_\_ C. self-financed insurance

7324 \_\_\_\_\_ D. insurance where employer  
pays part and I we pay part

7325 \_\_\_\_\_ E. social security

7326 \_\_\_\_\_ F. medicaid

7327 \_\_\_\_\_ G. medicare

7328 \_\_\_\_\_ H. V.A.

K. Other \_\_\_\_\_

7329 \_\_\_\_\_ I. No way to pay  
for health care

7330 \_\_\_\_\_ J. No charge for service

IF MORE THAN ONE MENTIONED, ASK: Which is the method you most commonly use?

PLACE CHECK NEXT TO ANSWER

74. If you turn to snow card # 9 you will see a list of problems that some people have experienced in regard to health care. We're interested in knowing if your family has any of these experiences. For each, please tell me if you experience them

FREQUENTLY      SOMETIMES      RARELY      NEVER

SHOW CARD # 9

- |  |       | Freq  | Some times | rarely            | never          |
|--|-------|-------|------------|-------------------|----------------|
| (3;42) A. office hours inconvenient  | ----- | 1     | -----      | 2                 | ----- 3 ---- 4 |
| (3;43) B. transportation   | ----- | 1     | -----      | 2                 | ----- 3 ---- 4 |
| (3;44) C. can't get appointment  | ----- | 1     | -----      | 2                 | ----- 3 ---- 4 |
| (3;45) D. lack of medical insurance  | ---   | 1     | -----      | 2                 | ----- 3 ---- 4 |
| (3;46) E. specialists you need are   | ----- | 1     | -----      | 2                 | ----- 3 ---- 4 |
| not nearby   |       |       |            |                   |                |
| (3;47) F. costs more than you can  | ----- | 1     | -----      | 2                 | ----- 3 ---- 4 |
| afford   |       |       |            |                   |                |
| (3;48) G. practitioners lack respect   | ----- | 1     | -----      | 2                 | ----- 3 ---- 4 |
| for your time  |       |       |            |                   |                |
| (3;49) H. practitioners miss appointments  | --    | 1     | -----      | 2                 | ----- 3 ---- 4 |
| (3;50) I. rudeness or mistreatment   | ----- | 1     | -----      | 2                 | ----- 3 ---- 4 |
| 75. Considering your total budget, would you consider health care to be a:   |       |       |            |                   |                |
| 1. negligible item (costs almost nothing)      2. small item   |       |       |            |                   |                |
| 3. moderate item      4. big item      5. very big item  |       |       |            |                   |                |
| 76. During the past year, has any member of your family gone without any of the following services because of an inability to pay? |       |       |            |                   |                |
| (3;52) A. physician or nurse   | ----- | 1. no | 2. once    | 3. more than once |                |
| (3;53) B. eye care   | ----- | 1     | -----      | 2                 | ----- 3        |
| (3;54) C. dental care  | ----- | 1     | -----      | 2                 | ----- 3        |
| (3;55) D. medication or drugs  | ----  | 1     | -----      | 2                 | ----- 3        |
| (3;56) E. mental health therapy  | --    | 1     | -----      | 2                 | ----- 3        |
| or counseling  |       |       |            |                   |                |
| (3;57) F. chiropractic   | ----- | 1     | -----      | 2                 | ----- 3        |

## SHOW CARD #10

(3;59) 77. If you turn to show card #10 you will see a list of reasons why people select health care services. Please tell me which you consider to be the most important factor when you select a health care facility?

1. cost of services      2. easy to get there      3. quality of service
4. hours that service is available      5. only one available
6. Other \_\_\_\_\_

## SHOW CARD # 11

78. On show card #11 is a list of reasons why some people seek health care. We're interested in knowing which services you would want from a community based health care facility. Please tell me which, if any, you consider to be important needs.

(3;59) \_\_\_\_\_ [ ] A. Help when I'm sick or injured      CIRCLE ALL THAT APPLY

(3;60) \_\_\_\_\_ [ ] B. help me evaluate my state of health

(3;61) \_\_\_\_\_ [ ] C. have sliding fees based on my ability to pay

(3;62) \_\_\_\_\_ [ ] D. help me deal with the pressures of daily life

(3;63) \_\_\_\_\_ [ ] E. help me with sexual problems

(3;64) \_\_\_\_\_ [ ] F. help me stop a habit that is hurting me (such as smoking, drug or alcohol abuse, improper eating, etc).

circled=1  
checked=2  
blank =0

78X. Which would you consider to be the primary reasons that you go to a health professional. (check all that apply)

(3;65) 79. Do you know of any programs to help pay for health care for people who can't afford care but are not on medicaid?

1. yes \_\_\_\_\_
2. no (skip to 82, NEXT PAGE)



80. What programs do you know of?

\_\_\_\_\_

\_\_\_\_\_

81. Has any member of your family used these(this) program?

1. yes (which one(s) \_\_\_\_\_)

2. no (code 99)

(3;66) (3;67)

(3;68) (3;69)



(3;70) 82. Are any members of your family on medicaid?

1. yes

2. no (skip to 84)

(3;71) 83. Have you ever been discriminated against or denied services because you were on medicaid?

1. frequently 2. sometimes 3. rarely 4. never

84. Do you ever experience any of the following when you need medication?  
Indicate REGULARLY OFTEN SELDOM NEVER

(3;72) A. costs more than you can afford ----- 1 ----- 2 ----- 3 ----- 4  
REG OFT SELDOM NEVER

(3;73) B. no drug stores nearby ----- 1 ----- 2 ----- 3 ----- 4

(3;74) C. drug stores not open when I need them ----- 1 ----- 2 ----- 3 ----- 4

(3;75) 85. In general, how satisfied are you with the health care you are getting?

1. very satisfied 2. somewhat satisfied  
3. somewhat dissatisfied 4. very dissatisfied

(3;76) 86. Are there any members of your family who are seriously ill or injured (other than permanent disability)?

1. yes

2. no (skip to 90)

### CHECK POINT

Show respondent list from Q. 5 and get them to tell you which person.

(3;77) 87. Which person (from Q. 5)

1 2 3 4 5 6 7 8 9 0 not on list

(3;78) 88. Is that person getting all of the services that he/she needs or are there some needs that aren't being met

1. needs being met  
2. needs not being met

88A. What needs aren't being met?

(3;79) 89. Are there any members of this household who are physically handicapped or permanently disabled?

1. yes \_\_\_\_\_  
 2. no (skip to 90) ↓

CHECK POINT-(SHOW LIST FROM PAGE 2 or 3)

(3;80)

D 1. Which person is it?

1 2 3 4 5 6 7 8 9 0-not on list

D 2. I'm going to read you a list of needs that apply to disabled or handicapped people. I'd like you to tell me which, if any, are unmet needs

	NEED	SEVERE NEED	NOT NEED
(3;81) A. transportation -----	1	2	3
(3;82) B. access to public buildings -----	1	2	3
(3;83) C. personal care ----- (needs attendant)	1	2	3
(3;84) D. someone to help person make ----- his/her way through the system	1	2	3
(3;85) E. help to provide temporary relief- ----- for family member who helps the person	1	2	3

(3;86)

D 3. Are there any other unmet needs for the family as a result of having a handicapped or disabled member?

1. yes \_\_\_\_\_  
 2. no (skip to 90) ↓

D 4. What are they?

(3;87) 90. Are there any members of this household who are mentally retarded?

1. yes \_\_\_\_\_  
 2. no (skip to 91 NEXT PAGE) ↓

90A. What needs, if any, do they have that are not being adequately met?

91. If you turn to show card # 12 you will see a list of items that have been suggested to us. I would like you to tell me which, if any, are needs for you or your family.

SHOW CARD # 12

CIRCLE THE LETTER NEXT TO ALL THAT APPLY

- (3;88) ☐ A. A place where I can get all my health care needs taken care of by paying one annual fee instead of paying for each visit
- (3;89) ☐ B. a dental insurance program
- (3;90) ☐ C. insurance for eye care
- (3;91) ☐ D. a doctor near my home
- (3;92) ☐ E. a dentist near my home
- (3;93) ☐ F. an outpatient clinic where I can walk in without an appointment if I need routine care

circled = 1  
checked = 2  
blank = 0

- 91x. Which, if any, of the above would you consider to be severe needs? (CHECK ALL THAT APPLY)

92. Every family has some emotional problems from time to time. We're interested in knowing what you do when you have an emotional issue that is bothering you. If you turn to show card # 13 you will see a list of places where people sometimes go. I would like you to tell me where, if anywhere, you have gone during the last 12 months to talk through an emotional problem?

SHOW CARD # 13

- (3;94) ☐ A. a psychologist or psychiatrist
- (3;95) ☐ B. a medical doctor
- (3;96) ☐ C. a minister or other religious leader
- (3;97) ☐ D. a social worker
- (3;98) ☐ E. counselor (other than above)
- (3;99) ☐ F. community mental health center
- (3;100) ☐ G. a friend
- (3;101) ☐ H. a family member
- (3;102) ☐ I. other \_\_\_\_\_

circled = 1  
checked = 2  
blank = 0

(if none, write "none" and code 4)

IF MORE THAN ONE ANSWERED, ASK: Which do you generally find most helpful.

(check answer-- only one answer, if possible)

## CHECK POINT

(CODE YES IF A PROFESSIONAL SEEN (A to F), otherwise NO

(3;103)

1. yes

2. no (skip to 97)

ASK ONLY IF A THROUGH E (any professional) WAS CHECKED ABOVE

93. How do you normally pay for the service?

SHOW CARD # 8

circled	= 1
checked	= 2
blank	= 0

- 3;104 ☐ A. cash or check
- 3;105 ☐ B. employer financed insurance
- 3;106 ☐ C. self-financed insurance
- 3;107 ☐ D. insurance where employer pays part and I/we pay part
- 3;108 ☐ E. social security
- 3;109 ☐ F. medicaid
- 3;110 ☐ G. medicare
- 3;111 ☐ H. V.A.
- 3;112 ☐ I. no way to pay for health care
- 3;113 ☐ J. no charge for service
- 3;113 ☐ K. Other \_\_\_\_\_

93A. IF MORE THAN ONE, ASK: Which is the one method that you most commonly use? CHECK ONE THAT APPLIES.

(3;114) 94. Did your family member seek help on his/her own or did someone refer him/her?

1. sought help on own
2. was referred

95. Who did the referring?

1. medical doctor    2. court    3. social worker
4. friend    5. minister/religious leader    6. Other \_\_\_\_\_

96. Do you feel that the service received was adequate for what was needed?

1. adequate    2. barely adequate    3. inadequate    4. don't know
- Skip to 99 NEXT PAGE

(3;117) 97. Imagine you needed to see a professional. Who would you see (use list from show card # 13)

SHOW CARD # 13

- 1A    2B    3C    4D    5E    6F    7. No one    8. other \_\_\_\_\_

(3;118) 98. How would you pay for it?

SHOW CARD # 8

- 1A    2B    3C    4D    5E    6F    7G    8H    9I    0 Other \_\_\_\_\_



CASE NUMBER:

				4
(4;A)	(4;B)	(4;C)	(4;D)	(4;E)

(3;119) 99. The next few questions are about transportation.  
Does your family have a car?

1. yes  
2. no (skip to 102)

3;20 blank)

(4;1)

100. What condition would you say your car is in?

1. very good    2. somewhat good  
3. somewhat poor    4. very poor    5. not working

(4;2)

101. To what extent is it a problem paying to get your car repaired?

1. serious problem    2. problem    3. slight problem  
4. not a problem

102. If you turn to show card # 14 you will see several methods  
of getting around. For each, I would like you to tell me  
whether you use them

REGULARLY    OFTEN    SELDOM    or    NEVER

SHOW CARD # 14

- |                                 | REG | OFT | SEL | NEV |
|---------------------------------|-----|-----|-----|-----|
| (4;3) A. your own car-----      | 1   | 2   | 3   | 4   |
| (4;4) B. a borrowed car -----   | 1   | 2   | 3   | 4   |
| (4;5) C. ride from friend ----  | 1   | 2   | 3   | 4   |
| (4;6) D. car pool -----         | 1   | 2   | 3   | 4   |
| (4;7) E. hitchhiking -----      | 1   | 2   | 3   | 4   |
| (4;8) F. walking -----          | 1   | 2   | 3   | 4   |
| (4;9) G. bicycle -----          | 1   | 2   | 3   | 4   |
| (4;10) H. moped or motorcycle - | 1   | 2   | 3   | 4   |
| (4;11) I. bus within town or -- | 1   | 2   | 3   | 4   |
| between nearby towns            |     |     |     |     |
| (4;12) J. taxi-cab within this- | 1   | 2   | 3   | 4   |
| area                            |     |     |     |     |

(4;13) 103. How many minutes is it between where you live and the  
nearest bus stop (walking)?

(don't read options, code closest to what is said)

1. 5 minutes    2. 10 minutes    3. 15 minutes  
4. 20 minutes    5. more than 20 minutes

104. If you turn to show card # 15 you will see a list of items that have been suggested by other people we've talked to. I would like you to read the list and tell me each item that you consider to be a need for you or your family.

- (4;14) ☐ A. a bus to work
- (4;15) ☐ B. bus close to home
- (4;16) ☐ C. bus to health care facility
- (4;17) ☐ D. bus up King Street in Northampton
- (4;18) ☐ E. bus that allows people to lug things-like a T.V. or bicycle
- (4;19) ☐ F. a bus that stops in my community
- (4;20) ☐ G. bicylce paths
- (4;21) ☐ H. transportation to recreation facilities for children
- (4;22) ☐ I. cab fare subsidy
- (4;23) ☐ J. help repairing my car
- (4;24) ☐ K. driver education program
- (4;25) ☐ L. better bus schedule

SHOW CARD # 15

CIRCLE ALL THAT APPLY

104x. Which, if **any** do you consider to be severe needs  
CHECK ALL THAT APPLY

(4;26) 105. Do you have any comments about your transportation needs that you would like to add?

1. yes

2. no (skip to 107)

106. COMMENTS

goto 107

107. The next few questions are about food. Let's begin with where you buy it. On show card # 16 is a list of places that people sometimes go to get their food. I'd like you to look at the list, and for each item tell me whether you use it:

REGULARLY      OFTEN      SELDOM      or      NEVER

The items with a plus sign may not apply to you.

107 (continued)

## SHOW CARD # 16

	REG	OFT	SEL	NEV	
(4;27) A. supermarket-----	1	2	3	4	
(4;28) E. discount food store----- Other than supermarket	1	2	3	4	
(4;29) C. small store-----	1	2	3	4	
(4;30) D. farmer's market----- (during season)	1	2	3	4	
(4;31) E. directly from farm ----- (during season)	1	2	3	4	
(4;32) F. grow it yourself -----	1	2	3	4	
(4;33) G. hunting -----	1	2	3	4	
(4;34) H. fishing-----	1	2	3	4	
(4;35) I. restaurant-----	1	2	3	4	Not Applicable
(4;36) +J. school cafeteria-----	1	2	3	4	5
(4;37) +K. elderly meals ----- program	1	2	3	4	5
(4;38) L. food co-op-----	1	2	3	4	5
(4;39) +M. other -----	1	2	3	4	

(4;40) 108. How far do you normally go to buy your food?

1. less than a mile    2. between 1 and 2 miles  
3. between 2 and 5 miles    4. more than 5 miles

(4;41) 109. Are you now a member of a food co-op or have you belonged to one in the past?

1. yes now    2. yes in past    3. no

(4;42) 110. Did anyone in your household maintain a garden this summer?

1. yes

2. no (skip to 112)

(4;43) 111. How much money, if any, did you save as a result of the garden?

1. a lot    2. a little    3. broke even    4. spent a little more  
5. spent a lot more    6. no idea

(4;44) 112. Did you put up food for the winter through canning, freezing or some other storage method?

1. yes    2. no

113. On show card #17 you will see a list of suggestions that have been made by people we've talked with. We'd like to know which of these would be needs for you or your family. Please tell me each that you would consider to be a need for you or your family.

SHOW CARD # 17

CIRCLE ALL THAT APPLY

- (4;45) ☐ A. a canning center where you can put up your own produce  
 (4;46) ☐ B. a center that distributes free food in times of personal emergencies  
 (4;47) ☐ C. community gardens where you can grow food if you don't have your own land  
 (4;48) ☐ D. instruction in gardening  
 (4;49) ☐ E. nutrition education  
 (4;50) ☐ F. frozen food lockers you can rent cheaply  
 (4;51) ☐ G. a center where people can do their own baking  
 (4;52) ☐ H. a program that helps people sell food that they grow on their land  
 (4;53) ☐ I. a program to encourage greater use of local produce

- 113x. Which of the above do you consider to be severe needs?

(CHECK ALL THAT APPLY)

- (4;54) 114. Does your household receive food stamps?

1. yes

2. no (skip to 117)

115. How much do you get per month?

<input type="text"/>	<input type="text"/>	<input type="text"/>
55	56	57

(4;58) 116. Is this adequate?

1. adequate 2. barely adequate 3. not adequate

- (4;59) 117. Does anyone in your family ever employ bartering or trading as a means of contributing to your economic well being?

1. frequently 2. sometimes 3. rarely 4. never

- (4;60) 118. In the past 12 months, has your family had to change its eating habits due to the rising cost of food?

1. a lot 2. somewhat 3. a little 4. not at all

SHOW CARD # 18

I realize that I already asked you about your employment status, but I have a few more questions along that same line. Let's start with what you were doing during the past week. Last week, where you working full time, part time, going to school, keeping house or what? (CHOOSE MAIN ACTIVITY- ONE ONLY)

SHOW CARD # 18

1. working full time
2. working part time
3. with a job, but not at work because of illness, vacation, strike, or some reason.
4. unemployed, SEEKING WORK (GOTO 124A top of next page)
5. unemployed, NOT SEEKING WORK (goto 125)
6. retired (skip to 125)
7. in school full time (skip to 125)
8. keeping house (homemaker or "housewife") (skip to 125)
9. Other

120A. Are you working for someone else or self-employed?

1. working for someone else
2. self employed

120B. What kind of work do you do? (be specific) (open ended)

120C. What kind of business or industry is that? (open ended)

120D. About how many hours per week do you work?

1. 1 to 10
2. 11 to 34
3. 35 or more

120E. less than 35

Are you trying to find full time work?

1. yes
2. no

121. Are you currently looking for another job or thinking about changing jobs in the near future? (If yes, probe)

1. no

2. thinking about changing

3. actively looking

122. Is that because?

1. you want to improve or change your job situation
2. your job is ending or you expect to get laid off

123. In general, how satisfied are you with your current job?

1. very satisfied
2. somewhat satisfied
3. somewhat dissatisfied
4. very dissatisfied

SKIP TO  
123



ONLY IF UNEMPLOYED, SEEKING WORK ( + on iter 119  
(goto 126 when done)

124A. How long have you been seeking work?

\_\_\_\_\_ years  
\_\_\_\_\_ months

(4;75) (4;76)

USE BOXES TO CODE IN MONTHS. ENTER 01 if LESS THAN 1

124B. What kind of work are you looking for?

(4;77) (4;78) (4;79)

124C. What industry or business is that in?

(4;80) (4;81) (4;82)

(4;83)

125. Do you ever feel as if you would like a job  
but have trouble getting one.

1. yes (goto 126.)
2. no (SKIP TO 127)

(4;84)

126.. We have talked with a lot of people, both employed and  
unemployed, and people have given us a number of reasons  
why they feel unable to improve their job situations.  
Would you look at the list on show card #19 to see if any apply to  
you.

SHOW CARD #19

- (4;85) \_\_\_\_ [ ] A. lack of transportation
- (4;86) \_\_\_\_ [ ] B. lack of education or training
- (4;87) \_\_\_\_ [ ] C. lack of skills
- (4;88) \_\_\_\_ [ ] D. poor health or disability
- (4;89) \_\_\_\_ [ ] E. discrimination due to my sex
- (4;90) \_\_\_\_ [ ] F. discrimination due to my race or ethnic group
- (4;91) \_\_\_\_ [ ] G. discrimination due to my religion
- (4;92) \_\_\_\_ [ ] H. because I am too young
- (4;93) \_\_\_\_ [ ] I. because I am too old
- (4;94) \_\_\_\_ [ ] J. discrimination due to my life style
- (4;95) \_\_\_\_ [ ] K. discrimination due to my sexual preference
- (4;96) \_\_\_\_ [ ] L. lack of child care
- (4;97) \_\_\_\_ [ ] M. too many people in my line of work
- (4;98) \_\_\_\_ [ ] N. can't find suitable job that fits my schedule
- (4;99) \_\_\_\_ [ ] O. difficulty communicating in English

(126 cont.)

- (4;100) \_\_\_\_ ☐ P. lack of assistance in finding right job  
 (4;101) \_\_\_\_ ☐ Q. migrant worker between jobs  
 (4;102) \_\_\_\_ ☐ R. need to care for other family member (other than child)  
 (4;103) \_\_\_\_ ☐ S. because of my appearance  
 (4;104) \_\_\_\_ ☐ T. prefer not to work  
 (4;105) \_\_\_\_ ☐ U. collecting unemployment now and prefer not to work  
 (4;106) \_\_\_\_ ☐ V. receiving more on public assistance than could through available jobs  
 (4;107) \_\_\_\_ ☐ W. Don't want to improve job situation (employed)  
 (4;108) \_\_\_\_ ☐ X. Other \_\_\_\_\_

126Y. Which, if any, of the above do you consider to be the major problems that face you in your employment situation

CHECK ALL THAT APPLY

127. On show card #20 is a list of programs regarding employment. Please look at the list and tell me which, if any, are a need for you or your family?

SHOW CARD #20

*Circle all that apply*

- (4;109) \_\_\_\_ ☐ A. career counseling program  
 (4;110) \_\_\_\_ ☐ B. job training program  
 (4;111) \_\_\_\_ ☐ C. jobs for youth  
 (4;112) \_\_\_\_ ☐ D. job training for youth  
 (4;113) \_\_\_\_ ☐ E. job placement for people on disability  
 (4;114) \_\_\_\_ ☐ F. unemployment compensation

Which, if any, are severe needs.

CHECK ALL THAT APPLY

(4;115) 128. Have you ever needed to use a social service but had trouble knowing where to go for help?

1. frequently    2. sometimes    3. rarely    4. never

(4;116) 129. Do you know if there is a place you can visit or call that will refer you to a service that you might need?

1. there is  
2. there is not  
3. don't know

(4;117) 130. What is the name of that place?

(4;118) 131. Have you ever heard of the "Direct Information Service"

1. yes  
2. no

READ THEM THIS STATEMENT: "Direct Information Service answers people's questions about community based services. It can refer people to agencies if they need help. When we're done with the interview, I'll give you their card in case you ever need to get in touch with them."

(4;119) 132. How safe is this neighborhood after dark?

- (end card 4) 1. very safe    2. somewhat safe    3. somewhat unsafe    4. very unsafe

(5;1) 133. During the past 12 months, have any crimes been committed against any persons or property of this household?

1. yes (goto 134)  
2. no (skip to 135, next page)

(5;2) 133. Did you report it to the police

1. yes (goto 134)  
2. no (skip to 135, next page)

(5;3) 134. How satisfied were you with the way the police handled your situation?

1. very satisfied    2. somewhat satisfied  
3. somewhat dissatisfied    4. very dissatisfied

CASE NUMBER:

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(5;A)	(5;B)	(5;C)	(5;D)	(5;E)

(5;4) 135. During the past 12 months has any member of your family needed help with a legal problem?

1. yes
2. no (skip to 138)

(5;5)

136. Where did the person go?

1. private attorney
2. Western Mass. Legal Services
3. Quabog Legal Services
4. Student Legal Services
5. Other \_\_\_\_\_

(5;6)

137. How satisfied were you with the help received?

1. very satisfied
2. somewhat satisfied
3. somewhat dissatisfied
4. very dissatisfied

skip to 140

(5;7) 138. If a person in your family needed legal assistance would you know where to turn?

1. yes
2. no (skip to 140)

(5;8)

139. Where? (DO NOT READ OPTIONS)

1. private attorney
2. Western Mass. Legal Services
2. Quabog Legal Services
4. Student Legal Services
5. friend or family member
6. other \_\_\_\_\_

goto 140

(5;9) 140. Some communities have programs to help families where one spouse hurts the other. They are often called spouse abuse programs. Do you see a need for such a program for the people in your community.

1. very important need
2. somewhat important need
3. not a need

(5;10) 141. Some communities have programs to help families deal with child abuse. Do you see a need for such a program to be available to the people of this community?

(IF YES, PROBE)

1. very important need
2. somewhat important need
3. not a need.

## SHOW CARD #22

142. On show card # 22 is a list of needs that have been suggested by people we've talked with. We're interested in knowing which, if any, are needs for you or your family.

CIRCLE ALL THAT APPLY

- (5,11) ☐ A. a quiet neighborhood
- (5,12) ☐ B. a place where consumers can go to get help making their way through the system
- (5,13) ☐ C. a place that people can go to figure out what skills they have
- (5,14) ☐ D. a program to help pregnant teenagers
- (5,15) ☐ E. a service that would protect people from former spouses that might hurt them
- (5,16) ☐ F. a program to help low income people arrange credit
- (5,17) ☐ G. a program that helps people budget their money
- (5,18) ☐ H. a program to help people who have been raped
- (5,19) ☐ I. a program to help people build their own houses
- (5,20) ☐ J. help for people who want to buy a house but don't have enough money for a typical down payment.
- (5,21) ☐ K. a place to get free furniture
- (5,22) ☐ L. a program that provides special services for veterans
- (5,23) ☐ M. services for emotionally disturbed people
- (5,24) ☐ N. services for people who have had to leave their homes
- (5,25) ☐ O. financial aid for going to college
- (5,26) ☐ P. financial aid for going to vocational or technical school

circled	= 1
checked	= 2
blank	= 0

142x. Which of the above would you consider to be severe needs?

CHECK ALL THAT APPLY

END OF GENERAL SECTION

IF NO CHILDREN OR ELDERLY, GO TO TERMINATION (last page)

IF CHILDREN, GO TO NEXT PAGE (P 31)

IF ELDERLY, AND NO CHILDREN SKIP TO PAGE 33)



CHILDREN

CHILDREN

CHILDREN

CHILDREN

CHILDREN

143. On show card #23 is a list of problems that some children have. I'd like you to read me the letter next to any problems that any of your children have.

SHOW CARD # 23

CIRCLE THE LETTER BY ALL THAT APPLY

- (5,27) ☐ A. vision  
 (5,28) ☐ B. hearing  
 (5,29) ☐ C. teeth  
 (5,30) ☐ D. health in general  
 (5,31) ☐ E. speech (such as stuttering or lisp)  
 (5,32) ☐ F. frequent ear infections  
 (5,33) ☐ G. trouble sleeping  
 (5,34) ☐ H. high strung or easily upset  
 (5,35) ☐ I. excessive jealousy  
 (5,36) ☐ J. gets into fights easily  
 (5,37) ☐ K. destroys property  
 (5,38) ☐ L. lies  
 (5,39) ☐ M. disobedience to adults  
 (5,40) ☐ N. chronic throat infections ("strep throat")  
 (5,41) ☐ P. trouble getting along with other children  
 (5,42) ☐ Q. trouble getting along with other family members  
 (5,43) ☐ R. emotional problems  
 (5,44) ☐ S. developmentally delayed  
 (5,45) ☐ T. trouble learning in school
- circled = 1  
 checked = 2  
 blank = 0
- U. Other \_\_\_\_\_

143x. Which of the above problems would you consider to be serious?

PLACE A CHECK ON ALL THAT APPLY

(5,46) 144. Are any of your children in the public schools?

1. yes  
 2. no (skip to 150)

(5,47) 146. How satisfied are you with the way the school system has treated your children?

1. very satisfied      2. somewhat satisfied  
 3. somewhat dissatisfied      4. very dissatisfied.

CHILDREN CHILDREN CHILDREN CHILDREN CHILDREN CHILDREN

(5;48) 147. Do any of your children participate in the free lunch program at school?

1. yes

2. no

(5;49) 148. How satisfied are you with the lunch program  
1. very satisfied 2. somewhat satisfied  
3. somewhat dissatisfied 4. very dissatisfied

(5;50) 149. Why don't they participate? (choose closest one)  
1. parents don't want them to 2. kids don't want to  
3. not eligible 4. having trouble getting kids into program  
5. quality of food  
6. other \_\_\_\_\_

150. On show card #24 is a list of services and programs for children. We're interested in knowing whether any of these are needs for your family. Please tell me which, if any, are needs for your family

SHOW CARD # 24

CIRCLE ALL THAT APPLY

- (5;51) \_\_\_\_ [ ] A. child care center  
(5;52) \_\_\_\_ [ ] B. child care for infants  
(5;53) \_\_\_\_ [ ] C. after school child care  
(5;54) \_\_\_\_ [ ] D. psychological counseling for children  
(5;55) \_\_\_\_ [ ] E. free clothing for children  
(5;56) \_\_\_\_ [ ] F. nutrition education for children  
(5;57) \_\_\_\_ [ ] G. a dentist at school  
(5;58) \_\_\_\_ [ ] H. a place you can bring your baby for checkups and shots  
(5;59) \_\_\_\_ [ ] I. a job placement service for adolescents  
(5;60) \_\_\_\_ [ ] J. a recreation program  
(5;61) \_\_\_\_ [ ] K. sex education

151x. Which, if any, of the above needs would you consider to be severe needs.  
CHECK ALL THAT APPLY

CHECK POINT

( IF NO ONE OVER 60 IN HOUSEHOLD, SKIP TO PAGE 36 FOR TERMINATION)

\*\*\*\*\*  
 ELDERLY ELDERLY ELDERLY ELDERLY ELDERLY ELDERLY  
 \*\*\*\*\*

### CHECK POINT

THESE QUESTIONS ONLY TO BE ASKED IF A PERSON IN HOUSEHOLD IS OVER 60

- (5;62) 152. Does any member of this household participate in a food program such as meals on wheels or a senior citizen lunch program?

1. yes  
 2. no (skip to 155)

(5;63)

153. What program is it? (WRITE ACTUAL NAME OF PROGRAM)  
 1. meals on wheels 2. lunch program 3. other  
 NAME OF PROGRAM \_\_\_\_\_

- (5;64) 154. How satisfied are you with the program?  
 1. very satisfied 2. somewhat satisfied  
 3. somewhat dissatisfied 4. very dissatisfied

(5;65)

155. Is there anyone who would like to participate but is not now participating?  
 1. yes  
 2. no (skip to 158)

(5;66)

156. Why not?  
 1. none available 2. didn't know about it  
 3. not able to get there 3. other \_\_\_\_\_

(5;67)

157. What program would you/they like to participate in?  
 1. meals on wheels 2. lunch program  
 3. other \_\_\_\_\_

- (5;68) 158. Are there any elderly members of this household who need extensive personal care from another person?  
 1. yes (goto box on next page)  
 2. no (skip to 163)

ELDERLY

ELDERLY

ELDERLY

ELDERLY

ELDERLY

ELDERLY

ELDERLY

answer only if is yes

(5;69)

159. How is this care provided?

\*SHOW CARD #25\*

1. at home by family    2. at home by friend  
 3. at home by a professional    4. in a nursing home  
 5. at an elderly housing project    6. at a hospital  
 7. not being provided    8. other \_\_\_\_\_

(5;70)

160. Do you feel that the arrangements are adequate or do you feel a need for additional assistance or another arrangement?

1. adequate (skip to 163)  
 2. need additional assistance (goto 161)  
 3. prefer a different arrangement (goto 162)

(5;71)

161. What kind of assistance do you need?

1. part time assistance    2. full time assistance  
 3. other \_\_\_\_\_

goto 162

(5;72)

162. What arrangement would you prefer. \*SHOW CARD #25\*

1    2    3    4    5    6    7

Other \_\_\_\_\_

163. What are the principal sources of income for the elderly members of this household. Please select all that apply from show card # 24.

SHOW CARD # 24

(5;73) \_\_\_\_ [ ] A. Social Security

CIRCLE ALL THAT APPLY

(5;74) \_\_\_\_ [ ] B. pension plan

circled = 1

(5;75) \_\_\_\_ [ ] C. insurance

checked = 2

(5;76) \_\_\_\_ [ ] D. savings

blank = 0

(5;77) \_\_\_\_ [ ] E. help from family or friends

(5;78) \_\_\_\_ [ ] F. wages

(5;79) \_\_\_\_ [ ] G. interest, dividends, rent income or investments

(5;80) \_\_\_\_ [ ] H. Other \_\_\_\_\_

163x. Of the ones you've mentioned, which is the main source of income

CHECK THE BOX OF THE ONE THAT APPLIES

164. On show card #27 is a list of suggestions that have been made by some of the elderly people we've spoken to. We'd like to know which, if any, are needs for people in your family.

\* SHOW CARD # 27 \*

CIRCLE ALL THAT APPLY

- (5;81) ☐ A. alternatives to nursing homew
- (5;82) ☐ B. day programs for people over 60
- (5;83) ☐ C. someone to help with errands, shopping or chores
- (5;84) ☐ D. a place where people over 60 can go to help them make their way through the system
- (5;85) ☐ E. transportation service that comes to the house and provides service throughout the day
- (5;86) ☐ F. home care services
- (5;87) ☐ G. help to pay mortgage or property taxes.
- 164A. Which, if any, are severe (CHECK ALL THAT APPLY)
- (5;88) 165. Do you have an elderly transportation service available to you?

1. yes
2. no (goto next page for termination)

- (5;89) 166. How often, if ever, do you or a member of your family use it?
1. regularly 2. often 3. seldom 4. never

- (5;90) 167. Do you have any problems with the service or schedule you would like to tell us about?

1. yes
2. no (go to next page for termination)

- (5;91) 168. What are those?

GOTO NEXT PAGE FOR TERMINATION



## TERMINATION PAGE

That is the end of our questions. Is there any thing you would like to add?

Thank you very much for your participation. As I said earlier, everything you told me will be both confidential and anonymous.

As an interviewer, my job is to ask you questions. But if you have any questions about social services in Hampshire County, there is a place you can call toll free. It's called the Direct Information Service. Would you like their card? *(if yes, hand them the card)*

One last thing. Would you please give me your telephone number in case my supervisor needs to verify this interview.

---

phone number

---

Time ended or elapsed time  
(code on front page)

APPENDIX B:

NEED STATEMENTS AS REPORTED BY LOW INCOME DEFINERS

ABUSE OF SPOUSE PROGRAMS--HUSBAND MADE HER UNDRESS IN FRONT OF KIDS  
 ACTIVISM--TOWNS SHOULD PROMOTE POLITICAL ACTIVISM  
 ADVOCACY  
 ALCOHOLISM IS BIG PROBLEM  
 ART CLASSES  
 BEDS  
 BEE KEEPING  
 BLOCK ASSOCIATIONS  
 BUDGETING HELP  
 CHILD ABUSE PROFESSIONAL HELP  
 CHILD CARE  
 CHILD CARE  
 CHILD CARE CENTERS OR COOPS  
 CHILD CARE DURING TIMES WHEN IT IS CONVENIENT  
 CHILD CARE FOR CHILDREN OF ALL AGES--NOT JUST OLDER KIDS  
 CHILD CARE FOR FREE  
 CHILD CARE FULL TIME AND FREE  
 CHILD CARE WHERE OLDER KIDS HELP YOUNGER KIDS  
 CHILD CARE 24 HOURS PER DAY  
 CHILD CARE--SHOULD BE AVAILABLE TO MIDDLE INCOME  
 CHILDREN KNOW THEY ARE POOR BUT RESENT HEARING IT--WANT TO DENY IT  
 CHILDREN--NOTHING FOR THEM TO DO  
 CLOTHES FOR KIDS--PRESSURE TO DRESS "SMART"  
 COMMITTEES AND BOARDS--MORE POOR PEOPLE ON THEM  
 COMMUNITY AFFAIRS--BEING ACTIVE HELPS ALLVIVATE PERSONAL PROBLEMS  
 COMMUNITY CENTER  
 COMMUNITY CLOSENESS-PROJECTS TO GET TOGETHER  
 COMMUNITY PICNICS  
 COMMUNITY SUPPORT AND CLOSENESS  
 COOPS WITH REASONABLE SLIDING SCALES (NOW TOO HIGH)  
 COUNTRY STORE  
 CRAFT PROGRAMS FOR KIDS AND ADULTS  
 CREDIT SYSTEM FOR POOR PEOPLE  
 DEGRADATION OF POOR  
 DISCRIMINATION AGAINST POOR IS A PROBLEM  
 DOWNTOWN TOO RESTRICTIVE--DOESN'T LIKE FANCY SHOPS (NORTHAMPTON)  
 ECONOMIC DEVELOPMENT  
 ECONOMIC DEVELOPMENT--BUSINESSES IF THEY BRING MORE JOBS  
 ECONOMIC DEVELOPMENT--MARKET FOR PRODUCTS (WOOL)  
 ECONOMIC DEVELOPMENT--NEIGHBORHOOD DEVELOPMENT  
 ECONOMIC DEVELOPMENT--SMALL BUSINESSES  
 ECONOMIC DEVELOPMENT--TO CREATE JOBS  
 EDUCATION--MONEY FOR COLLEGE  
 EDUCATION--TUTOR FOR ADULT DEPENDENT WITH RETARDATION  
 EDUCATION--TUTORING FOR RETARDED CHILD  
 EFFICIENCY PRODUCTS--"RELEASE"  
 ELDERS--HAVE IT TOO HARD  
 ELDERS--HELP WITH CHORES  
 ELDERS--HOME CARE  
 ELDERS--LUNCHESES FOR ELDERS  
 ELDERS--MEALS AT HOME  
 ELDERS--MORE AMENITIES  
 ELDERS--OLDER FOLKS GET NOTHING  
 ENERGY--ADVOCACY FOR LOW INCOME WITH BILLS  
 ENERGY--ALTERNATIVE ENERGY  
 ENERGY--ALTERNATIVE ENERGY BUILDING SYSTEMS  
 ENERGY--ALTERNATIVES  
 ENERGY--CREDIT FOR FUEL & INSULATIONS FINANCED BY UTILITIES  
 ENERGY--CREDIT FOR INSULATION WITH PAYBACK BASED ON DIFFERENCE IN UTIL. BILLS  
 ENERGY--ELECTRICITY IS TERRIBLY HIGH  
 ENERGY--FUEL SUBSIDIES

ENERGY--HANDS ON WORKSHOPS FOR ENERGY DEVICES WHERE YOU WALK OUT WITH FINAL PRODUCT  
 ENERGY--HCAC PROGRAM GOOD  
 ENERGY--OIL HELP  
 ENERGY--SOLAR DEHYDRATORS  
 ENERGY--SOLAR ENERGY  
 ENERGY--UTILITIES--NO CUTOFFS  
 ENERGY--UTILITIES--PROTECT AGAINST CUTOFFS  
 ENERGY--UTILITY ADVOCATE  
 ENERGY--WEATHERIZATION  
 ENERGY--WEATHERIZATION  
 ENERGY--WEATHERIZATION (INSULATION) OF APARTMENTS SHOULD BE MANDATORY  
 ENERGY--WEATHERIZATION--PLANT SHADE TREES  
 ENERGY--WEATHERIZATION--TOOK 1 1/2 YEARS TO GET IT  
 ENERGY--WEATHERIZATION--WORKERS (HCAC) WASTE TOO MUCH TIME  
 ENERGY--WEATHERIZATION--HOUSE DRAFTY  
 ENERGY--WEATHERIZATION--STORM WINDOWS  
 ENERGY--WINTERIZATION OF STORM WINDOWS  
 ENERGY--WOOD COOP  
 ENERGY--WOOD ENERGY  
 ENERGY--WOOD STOVES  
 ENERGY--WOOD--FREE WOOD FOR POOR  
 ENERGY--WOOD--RAN OUT LAST YEAR  
 ENTERTAINMENT--  
 ENTERTAINMENT--MELLOW LIVE MUSIC, MORE JAZZ- PUBLICCIZED & FREE  
 ENTERTAINMENT--MOVIE FOR KIDS  
 ENTERTAINMENT--ON SLIDING SCALE  
 ENTERTAINMENT--THAT IS FREE AND PUBLIC  
 FAMILY ABUSE IS PROBLEM  
 FAMILY SUPPORT NETWORK  
 FINANCIAL ASSISTANCE FOR STUDENTS  
 FOOD STAMPS--GIVE COUPONS INSTEAD OF CHANGE (FOLKS BUY CIGARETTES)  
 FOOD--AGENCY RUN BY CONSUMERS AND FARMERS INSTEAD OF FOOD--STAMPS  
 FOOD--BAKING CENTERS  
 FOOD--BANKS SHOULD GIVE IMMEDIATE REIMBURSEMENT FOR FOOD STAMPS FOR FARMERS & SMALL MERCHANTS  
 FOOD--CANNERY REGIONAL  
 FOOD--CANNING CENTER  
 FOOD--CANNING CENTER  
 FOOD--CANNING CENTER THAT DISTRIBUTES FREE FOOD  
 FOOD--COOP WITH FREE OR LOW COST FOOD--THAT FARMERS CAN'T PROVIDE  
 FOOD--COOPS  
 FOOD--FARM AID  
 FOOD--FARMERS MARKET IN AREA  
 FOOD--FARMING  
 FOOD--GARDENING  
 FOOD--GARDENS  
 FOOD--GARDENS AND CANNING--CAN'T LIVE WITHOUT THEM  
 FOOD--HELP BUY DIRECTLY FROM FARMERS  
 FOOD--HOT MEALS FOR ELDERS IN HOME  
 FOOD--MEAL PROGRAMS  
 FOOD--NUTRITION AND BETTER FOOD  
 FOOD--NUTRITION CENTER  
 FOOD--NUTRITION CLASSES  
 FOOD--NUTRITION PROGRAM WHERE YOU CAN MAKE THE FOOD RIGHT THERE--HANDS ON  
 FOOD--OTHER THAN FROM FOOD--STAMPS (NEIGHBORS, FAMILY, ETC)  
 FOOD--ROOT STORAGE IN BASEMENT  
 FOOD--SEED EXCHANGE (LIKE AT JONES LIBRARY)  
 FOOD--STAMPS  
 FOOD--STAMPS  
 FOOD--STAMPS ACCEPTED AT FARMERS MARKETS  
 FOOD--STAMPS THAT DON'T GET LOWERED WHEN MORE MONEY COMES TO FAMILY  
 FOOD--STAMPS THAT YOU PAY FOR LIKE PAST  
 FOOD--STAMPS--CAN'T GET THEM  
 FOOD--STAMPS--END THEM BECAUSE THEY ARE DEGRADING  
 FOOD--STORAGE FOR WINTER FOOD THAT'S PRESERVED  
 FOOD--SWEETS MADE WITH PEANUT BUTTER & HEALTHY STUFF  
 FOOD--TOO EXPENSIVE. MAJOR PROBLEM

FOOD-CHICKENS IN YARDS  
 FOOD-COOPS WITHOUT WORK REQUIREMENT--HASSLE FOR POOR FOLKS  
 FOREST MANAGEMENT  
 FURNITURE (TOOK 155 YEARS)  
 GUARENTEE THAT POOR FOLKS GET WHAT'S COMING TO THEM  
 HEALTH- VHP IN NORTHAMPTON OR FLORENCE  
 HEALTH--AMHERST MEDICAL ASSOCIATES NEEDS TO BE HUMANIZED  
 HEALTH--CARE FOR EVERYONE  
 HEALTH--CARE FREE FOR ALL  
 HEALTH--CARE SHOULD BE FREE  
 HEALTH--CLINIC WHERE DOCTORS DON'T KEEP CHANGING  
 HEALTH--DENTAL INSURANCE OR SUBSIDY  
 HEALTH--DENTAL SERVICES  
 HEALTH--DENTIST  
 HEALTH--DENTIST AT SCHOOL WHO WORKS ON KIDS TEETH--NOT JUST INSPECT  
 HEALTH--DOCTORS MUST PROVIDE FREE SERVICES  
 HEALTH--DOCTORS WHO DON'T TREAT YOU BAD WHEN YOU'RE ON AID  
 HEALTH--EYE CARE FOR RETARDED  
 HEALTH--EYE DOCTOR IN HILLTOWN CLINIC  
 HEALTH--EYE GLASSES PAID FOR  
 HEALTH--FOR BACKTROUBLES  
 HEALTH--FREE NATIONAL HEALTH CARE  
 HEALTH--GOOD GEN. PRACTITIONER INSTEAD OF SPECIALISTS  
 HEALTH--HELP FOR CRIPPLES/  
 HEALTH--HILL-BURTON  
 HEALTH--HOMEHEALTH CARE AID  
 HEALTH--KEEPING YOUR OWN MEDICAL RECORDS  
 HEALTH--MEDICARE  
 HEALTH--MORE DOCTORS, CAN'T EVEN GET DR. WITH MONEY (EASTHAMPTON)  
 HEALTH--MORE HELP FOR BLIND  
 HEALTH--NATIONAL HEALTH INSURANCE  
 HEALTH--NEED MORE DOCTORS  
 HEALTH--OPTION OF BUYING BRAND NAME DRUGS:NOT GENERIC  
 HEALTH--OUTPATIENT CLINIC --WALK-IN & APPOINTMENTS  
 HEALTH--PREVENTIVE MEDICINE  
 HEALTH--SERVICES SHOULD HAVE MORE PREVENTIVE EMPHASIS  
 HEALTH--DOCTORS MUST TAKE MEDICAID--NO DISCRIMINATION  
 HEALTH-V.H.P. PROGRAM IN HILLTOWNS  
 HEALTHHEALTH--DOCTOR AND HOSPITAL CARE  
 HELP WITH SHOPPING, ERRANS, ETC. FOR ELDERSE  
 HOMESERVICES FOR PEOPLE UNDER 60  
 HOMESTEADDDING  
 HOUSEWORK--PAY FOR HOUSEWORK  
 HOUSING COLLECTIVES AND CO-DOOPS  
 HOUSING COURT--LIKE IN SPRINGFIELD  
 HOUSING RENT CNTROL  
 HOUSING--APARTMENT--CAN'T FIND  
 HOUSING--BIG ISSUE  
 HOUSING--CHIMNEY HELP  
 HOUSING--HELP TO BUILD YOUR OWN HOUSE--MAYBE CETA PROJECT OR YOUTH PROJECT  
 HOUSING--HELP TO SUE LANDLORDS  
 HOUSING--MORE MONEY ON RENNOVATIONS  
 HOUSING--REPAIR LOANS NO OR VERY LOW INTEREST  
 HOUSING--REPAIR OF HOME  
 HOUSING--REPAIR--ELECTRIC WORK IN HOUSE  
 HOUSING--REPAIR--ROOF REPAIR  
 HOUSING--REPAIRS--PLUMBING WORK  
 INCENTIVE FOR WORK FOR PEOPLE ON DISABILITY  
 INCOME--ESTABLISH A FAIR LEVEL \$4000 TOO LITTLE  
 INCOME--LIVING INCOME FOR WOMEN AND CHILDREN  
 INFORMATION BANK & PHONE LINE  
 INSURANCE PAYMENT HELP  
 INSURANCE SHOULD BE FREE  
 JOB PROGRAM  
 JOB TRAINING  
 INRS



JOBS FOR ALL  
 JOBS FOR KIDS  
 JOBS FOR NORTHAMPTON  
 JOBS FULL FOR ALL--  
 JOBS SUBSIDIES INCREASED  
 JOBS--BARRIERS TO EMPLOYMENT REMOVED  
 JOBS--CAREER SERVICES SHOULD BE COORDINATED MORE  
 JOBS--LISTS OF AVAILABLE JOBS IN AREA  
 JOBS--NO MORE CETA ONLY WORK COLLECTIVES  
 JOBS--UNEMPLOYMENT  
 JOBS--UNEMPLOYMENT COM--LAXER RULES & MORE MONEY  
 JOBS--UNEMPLOYMENT COMPENSATION  
 JOBS--WORK EXPERIENCE  
 JOBS--WORK FOR PEOPLE ON DISABILITY. INCENTIVE FOR WORK  
 JOBS--MORE JOBS  
 LANGUAGE LEARNING SUPPORT  
 LANGUAGE SUPPORT FOR EUROPEAN IMMIGRANTS  
 LEATHER CLASSES  
 LEEDS RESERVOIR SHOULD BE FIXED  
 LEGAL SERVICES DOING MORE CLASS ACTION  
 LEGAL SERVICES ON SLIDING SCALE  
 LESS MONEY FOR FEDERAL AND STATE GOVERNMENT  
 LIBRARIES WITH NO FEES OR FINE  
 MENTAL HEALTH--CONSIDER PHYSICAL AND MATERIAL WELL BEING AS VARIABLE  
 MENTAL HEALTH--COUNSELORS WHO DON'T BLAM  
 MENTAL HEALTH--ENCOURAGE CO-COUNSELING TYPE PROGRAMS  
 MENTAL HEALTH--FRUSTRATION AND ANXIETY  
 MENTAL HEALTH--PEER COUNSELING  
 MENTAL HEALTH--POOR FOLKS SHOULD HAVE PRIVACY WITHIN CLINIC  
 MENTAL RETARDATION TUTORING HELP  
 MUSIC INSTRUCTION PROGRAMS FOR ADULTS  
 NEIGHBORHOOD BASED PROGRAMS  
 ORAL SURGERY PAID FOR  
 PARTY FOR WHOLE TOWN (FUN KIND, NOT POLITICAL)  
 PRICES LOWER  
 PRIVACY  
 PRODUCE DISTRIBUTION CENTER  
 PRODUCE DROP OFF FOR EXCESS PRODUCE  
 PROGRAMS AIMED AT "LOWER MIDDLE INCOME"  
 PROTECTION AGAINST EX-HUSBAND  
 QUIET HOME--AWAY FROM NOISY STUDENTS  
 RE-STRUCTURE TOWNS--MAKE THEM MORE LIKE VILLAGES (AMHERST)  
 RECREATION CENTER FOR KIDS (EASTHAM)  
 RECREATION CENTERS  
 RECREATION--FEE WAIVER FOR POOR CHILDREN  
 RECREATION--GYMNASTICS  
 RECREATION--ICESKATING RINK  
 RECREATION--KARATE  
 RECREATION--LESS BARRIERS TO PROGRAMS LIKE Y OR LITTLE LEAGUE  
 RECREATION--ROLLER SKATING RINK  
 RECREATION--ROLLER SKATING RINK  
 RECREATION--ROLLERSKATING RINK  
 REPAIRS--LAWNMOWER FIXED  
 SCHOOL BUS SERVICE THAT TAKES LITTLE KIDS EVEN SHORT DISTANCE (WALK IN SNOW DANGEROUS)  
 SCHOOL IN TOWN  
 SCHOOL LUNCH PROGRAM THAT DOESN'T EMBARRAS KIDS WITH SPECIAL COUPONS  
 SCHOOLING FOR ADULTS  
 SCHOOLS CLOSER TO HOME  
 SCHOOLS NOT REGIONALIZED  
 SCHOOLS STINK (EASTHAMPTON)  
 SCHOOLS THAT ARE SMALLER  
 SCHOOLS--ABOLISH AS THEY ARE NOW--PEER TEACHING, DIALOG, ETC.  
 SCHOOLS--MORE DISCIPLINE--MORE LEARNING BASIC READING AND WRITING  
 SCHOOLS--TEACHERS INTERESTED IN KIDS --NOT WALLETS  
 SCHOOLS--TEACHERS NOT AFRAID OF STUDENTS  
 SCHOOLS--TEACHERS SHOULD BE ABLE TO PUNISH KIDS

SELF-SUFFICIENCY PROGRAMS  
 SELF-SUFFICIENCY--SOCIAL SERVICES SHOULD HELP FOLKS HELP THEMSELVES  
 SELF-SUFFICIENCY--GREATER  
 SENSITIZE PEOPLE TO HARDSHIPS OF POOR  
 SEWING TRAINING  
 SEX EDUCATION  
 SEX ROLE STEREOTYPING MUST END  
 SHADE TREES (AMHERST)  
 SHOPPING CLOSER TO HOME OR MORE ACCESSIBLE  
 SHOPPING MALL NEEDED FOR EASTHAMPTON (SMALL ONE)  
 SHOVELING SIDEWALK HELP  
 SIDING ON HOUSE  
 SKILL ASSESSMENT  
 SLEF-HELP CAN BE SELF-DEFEATING (LIKE REPAIRING YOUR OWN CAR)  
 SOCIAL SERVICE INFORMATION NEEDED--DIDN'T KNOW ABOUT HCAC TILL NEWS CAST  
 SOCIAL SERVICES--END DUPLICATION  
 SOCIAL WORKERS WHO MIND THEIR OWN BUSINESS  
 SOCIAL WORKERS WHO TELL PEOPLE ABOUT PROGRAMS AND SERVICES--NOT JUST REGULATIONS  
 STORES  
 STORES IN TOWN (EASTHAMPTON)  
 STORES--MORE IN EASTHAMP  
 STORES--THRIFT STORES  
 SUBSIDIES THAT ARE ADEQUATE FOR THOSE IN NEED  
 TAX RELIEF  
 TAXES--TOO HIGH  
 TELEPHONE  
 TIME--HAVE TO WAIT TOO LONG AT SOCIAL SERVICE AGENCIES  
 TIME--WAYS TO SAVE IT. BEING POOR MEANS EVERYTHING TAKES LONGER  
 TRAINING--SURVIVAL SKILLS  
 TRANSPORTATION  
 TRANSPORTATION MORE BUSES NEAR HER HOME (EASTHAMPTON)  
 TRANSPORTATION FOR ELDERS FROM AMHERST TO NORTHAMPTON  
 TRANSPORTATION SERVICES ESPECIALLY FOR ELDERS, HANDICAPPED, WOMEN WITH KIDS  
 TRANSPORTATION TO WORK, DOCTORS, SHOPPING, RECREATION FOR KIDS  
 TRANSPORTATION UP KING STREET  
 TRANSPORTATION WHERE YOU CAN LUG THINGS LIKE T.V OR BIKE  
 TRANSPORTATION--AUTO REPAIR COOP WITH GOOD HELP  
 TRANSPORTATION--BICYCLES  
 TRANSPORTATION--BICYCLE PATHS FOR TRANSPORTATION (BETWEEN TOWNS)  
 TRANSPORTATION--BICYCLES USE ENCOURAGED MORE  
 TRANSPORTATION--BUSES TO TAKE FAMILIES TO PARKS FOR ACTIVITIES IN COMMUNITY  
 TRANSPORTATION--CAB FARE SUBSIDIES  
 TRANSPORTATION--CAR TOO EXPENSIVE  
 TRANSPORTATION--DECENT CAR THAT DOESN'T BREAK DOWN ALL THE TIME  
 TRANSPORTATION--ELDER'S TRANSPORTATION SERVICE  
 TRANSPORTATION--HANDICAPPED TRANSPORTATION SERVICE  
 TRANSPORTATION--LESS ON ROADS AND MORE ON PUBLIC TRANSIT (TRAINS, TROLLEYS, BUSES)  
 TRANSPORTATION--PUBLIC AND ACCESSIBLE TO WHOLE COUNTY  
 TRANSPORTATION--SPECIAL SERVICE FOR WOMEN WITH CHILDREN  
 TRANSPORTATION--SPECIAL SERVICE FOR CHILDREN  
 TRANSPORTATION--PUBLIC  
 VACATION HELP  
 WAGES--TOO LOW WHILE PRICES SOAR  
 WEALTH--GO'T SHOULD LIMIT PERSONAL WEALTH  
 WELFARE--  
 WELFARE--ADVOCACY  
 WELFARE--ADVOCATE  
 WELFARE--ADVOCATE FOR UTILITIES AND WELFARE  
 WELFARE--AN END TO BEING TRAPPED THERE  
 WELFARE--GRANT BASED ON D.O.L INCOME STANDARDS  
 WELFARE--GUARENTEED COST OF LIVING INCREASE  
 WELFARE--IN TOWN HALL (EASTHAMPTON)  
 WELFARE--INCENTIVE TO WORK FOR WELFARE RECIPIENTS  
 WELFARE--LOCAL WELFARE OFFICE  
 WELFARE--NO MORE  
 WELFARE--SHOUDN'T BE A SHAME--WHY WERE BEING ON WELFARE--?

WELFARE--THAT DOES NOT GO DOWN WITH SLIGHT INCREASE IN INCOME  
WELFARE--TOO EASY FOR SOME--MORE CHECKING FOR CHEATERS  
WELFARE--TOO PROUD TO GO ON IT EVEN WHEN LAID OFF (WOMAN ABOUT HUSBAND)  
WOMEN--ABUSED WOMEN HELP  
WOMEN--EMERGENCY SHELTERS  
WOMEN--RAPE HELP FOR TEENS AND ADOLESCENT

APPENDIX C:

NEED STATEMENT AS REPORTED BY AGENCY PERSONNEL

ADOLESCENT WOMEN--SPECIAL NEEDS AND PROBLEMS (SOJOURN)  
 AGENCIES--BREAKDOWN OF WHO USES FROM EACH TOWN (COMMUNITY RESOURCES)  
 AGENCIES--WHAT AGENCIES ARE NOW SERVING THEM (UNITED WAY)  
 ALCOHOLICS--WHAT NEEDS (HAIRSTON HOUSE)  
 AWARENESS OF HUMAN SERVICE AGENCIES (CASA LATINA)  
 CAREER COUNSELING (AMERHST RESOURCE CENTER)  
 CHILD CARE (HAMPSHIRE CORRECTIONAL SERVICES)  
 CHILD CARE--IS IT NEED FOR PEOPLE TO WORK OR GET TRAINING (FAMILY DAY CARE)  
 CHILDREN'S AID--DOES POP. KNOW THEY EXIST(CHILDREN'S AID)  
 CONSUMER PROBLEMS (MASSPIRG)  
 COUNSELING (AMERHST RESOURCE CENTER)  
 CRISIS INTERVENTION (VALLEY HUMAN SERVICES)  
 DEMOGRAPHIC (MASS. REHAB. COMMISSION)  
 DEMOGRAPHIC DATA ON ADOLESCENTS (13-21 YEAR OLD ECONOMIC, GEOGRAPHIC, FAMILY) (SOJOURN)  
 DEMOGRAPHICS (MARY LANE HOSPITAL)  
 DEMOGRAPHICS FOR CROSS REF (CETA)  
 DEMOGRAPHICS--NUMBERS OF SINGLE PARENT FAMILIES AND AGES OF KIDS (FAMILY DAY CARE)  
 DEMOGRAPHICS--WHO ARE POOR PEOPLE (HAMPSHIRE CORRECTIONAL SERVICES)  
 EDUCATIONAL BACKGROUND (MASS. REHAB. COMMISSION)  
 ELDERS--WHAT THEY THINK OF VOLUNTEER PROGRAMS (FOSTER GRANDPARENTS)  
 ELDERS(CETA)  
 EMPLOYMENT SKILLS TO WHAT EXTENT PROVIDED TO SPANISH SPEAKING (CASA LATINA)  
 EMPLOYMENT STATUS--ARE PEOPLE WILLING TO WORK AT ALL (CETA)  
 EMPLOYMENT STATUS--ARE THERE DISABILITIES BARRING THEM (CETA)  
 EMPLOYMENT STATUS--ARE THEY WILLING TO WORK BUT UNABLE TO FIND JOB (CETA)  
 EMPLOYMENT--WHAT ARE BARRIERS (FAMILY DAY CARE)  
 EVERYTHING-- (AMHERST HOUSING AUTHORITY)  
 FAMILY SUPPORT (AMERHST RESOURCE CENTER)  
 FOOD & NUTRITION--ACCESS INFORMATION (WORTHINGTON HEALTH CLINIC)  
 FOOD (UNITED WAY)  
 FOOD--NUTRITIONAL AWARENESS (WORTHINGTON HEALTH CLINIC)  
 FUEL (UNITED WAY)  
 FUELS FOR HOT WATER (NEIGHBORHOOD CENTER)  
 HANDICAPPED (CETA)  
 HEALTH--ACCESS PROBLEMS (MASSPIRG)  
 HEALTH--ACCESS, COSTS, RIGHTS(WORTHINGTON HEALTH CLINIC)  
 HEALTH--ENVIRONMENTAL PROTECTION HAZARARDS (WORTHINGTON HEALTH CLINIC)  
 HEALTH--HMO'S PERIODIC ACUTE EPISODES (WORTHINGTON HEALTH CLINIC)  
 HEALTH--HOW DO PEOPLE SEE THEMSELVES WITHIN HEALTH DEL. SYSTEM (WORTHINGTON HEALTH CLINIC)  
 HEALTH--IS MEDICAID "SECOND CLASS PATIENT" (WORTHINGTON HEALTH CLINIC)  
 HEALTH--LIVE IN COMPANION TO VISITING NURSE (HAMPSHIRE CORRECTIONAL SERVICES)  
 HEALTH--MEDICAIDE (VISITING NURSES ASSOCIATION)  
 HEALTH--NEEDS OF ELDERS AND DISABILES (VISITING NURSES ASSOCIATION)  
 HEALTH--OUTPATIENT COUNSELING SERVICES (VALLEY HUMAN SERVICES)  
 HEALTH--TYPES OF DISABILITIES  
 HEALTH--WHAT ACUTE CARE, CHRONIC CARE AND PREVENTION PROGRAMS (MARY LANE HOSPITAL)  
 HEALTH--WHAT SERVICES NEEDED FOR PATIENTS DISCHARGED FROM HAMP. CTY HOSP.(HAMPSHIRE CORRECTIONAL  
 HEALTH--WHERE DO THEY GO FOR MEDICAID TREATMENT (WORTHINGTON HEALTH CLINIC)  
 HILLTOWNS--HOW MANY TRAVEL TO NORTHAMP FOR NEEDS (COMMUNITY RESOURCES.)  
 HOUSING--(UNITED WAY)  
 HOUSING--PERCEIVED NEED FOR ADVOCACY (UMASS OFF CAMPUS HOUSING)  
 HOUSING--TYPE AND SIZE MOST NEEDED (UMASS OFF CAMPUS HOUSING)  
 HOW LONG DO YOU PLAN TO LIVE AT ADDRESS (NEIGHBORHOOD CENTER)  
 INCOME--NEED TO KNOW SOURCE (CETA)  
 LEGAL PROBLEMS I.E. SMALL CLAIMS COURT HELP, CONSUMER, ETC. (MASSPIRG)  
 LIMITED ENGLISH--TO WHAT EXTENT BARRIER (CASA LATINA)  
 LIMITED ENGLISH(CETA)  
 LOCATION OF SERVICE--HOW MUCH DOES IT AFFECT USE(CHILDREN'S AID)  
 MENTAL HEALTH--PSYCHIATRIC (HAMPSHIRE CORRECTIONAL SERVICES)  
 NEEDS--WHAT DO POOR SEE AS NEEDS (HAMPSHIRE CORRECTIONAL SERVICES)  
 NEEDS--WHAT IS BEST WAY TO FILL THEM (EASTHAMPTON COUNCIL ON AGING)



## OFFENDERS(CETA)

OPPORTUNITIES TO GET OUT OF WELFARE SYSTEM (WORTHINGTON HEALTH CLINIC)  
 POVERTY--WHY ARE PEOPLE POOR: STRUCTURAL, CYCLIC, UNFIT TO LABOR FORCE (CETA)  
 RECREATION THERAPY FOR ADOLESCENTS (VALLEY HUMAN SERVICES)  
 RESIDENTIAL PROGRAMS (HAMSPHIRE CORRECTIONAL SERVICES)  
 SELF-ESTEEM (WORTHINGTON HEALTH CLINIC)  
 SERVICES PLANNING --WHAT ROLE FOR LOW INCOME (HAMSPHIRE CORRECTIONAL SERVICES)  
 SERVICES SPECIFICALLY FOR POOR (CASA LATINA)  
 SERVICES--AVAILABLE (VISITING NURSES ASSOCIATION)  
 SERVICES--CURRENT USE PATTERNS (AMHERST HEALTH DEP)  
 SERVICES--DO PEOPLE TAKE ADVANTAGE OF THEM (EASTHAMPTON COUNCIL ON AGING)  
 SERVICES--EDUCATION REGARDING THEM (VISITING NURSES ASSOCIATION)  
 SERVICES--HOW MANY DO LOW INCOME PEOPLE ACTUALLY USE (COMMUNITY RESOURCES)  
 SERVICES--HOW WILLING LOW INCOME TO PARTICIPATE (HAMSPHIRE CORRECTIONAL SERVICES)  
 SERVICES--PRIORITIES (MARY LANE HOSPITAL)  
 SERVICES--WHAT ARE BEST WAYS TO LET PEOPLE KNOW ABOUT THEM (EASTHAMPTON COUNCIL ON AGING)  
 SERVICES--WHAT ARE BLOCKS TO SERVICES (I.E TRANS) (AMHERST HEALTH DEP)  
 SERVICES--WHAT ARE THEY RECEIVING (UNITED WAY)  
 SERVICES--WHAT ARE THEY REQUESTING (UNITED WAY)  
 SERVICES--WHAT IS AVAILABLE FOR WARE (WARE SENIOR DROP IN)  
 SERVICES--WHAT EXISTS TO FILL NEEDS (EASTHAMPTON COUNCIL ON AGING)  
 SINGLE PARENTS(CETA)  
 TRAINING--WHAT ARE BARRIERS (FAMILY DAY CARE)  
 TRANSPORTATION (LIFT)  
 TRANSPORTATION (WARE SENIOR DROP IN)  
 TRANSPORTATION ABILITY (MASS. REHAB. COMMISSION)  
 TRANSPORTATION--MAJOR OR MINOR PROBLEM (EASTHAMPTON COUNCIL ON AGING)  
 TRANSPORTATION--TO WHAT EXTENT OBSTACLE(CASA LATINA)  
 VETERANS--AGE--MEDICAL PROBLEMS (VA)  
 VETERANS--HOUSING--PROBLEMS (VA)  
 VETERANS--HOW MANY AND WHAT CONDITIONS (EMOTIONAL, MEDICAL, ETC). (VA)  
 VETERANS--WHETHER HUSBAND IS ELIGIBLE (VET SERVICES)  
 VOCATIONAL BACKGROUND (MASS. REHAB. COMMISSION)  
 YOUTH(CETA)

## APPENDIX D:

## DATA TABLES

TABLE 1 POPULATION AND POVERTY LEVELS BY TOWN

	POP.	% AT 100% POV.		% AT 200% POV.	N
AMHERST	33,920	19.9	12.4	11.2	169
BELCHERTOWN	7,060	21.7	11.1	8.3	190
CHESTERFIELD	887	41.7	15.0	11.7	62
CUMMINGTON	651	39.3	12.5	10.7	60
EASTHAMPTON	15,084	38.3	12.8	9.4	155
GOSHEN	621	48.1	18.5	14.9	58
GRANBY	5,609	27.9	11.6	7.0	136
HADLEY	3,802	8.9	7.4	3.2	99
HATFIELD	3,090	15.3	4.2	4.2	85
HUNTINGTON	1,730	39.2	18.9	16.2	79
MIDDLEFIELD	307	35.3	8.8	5.9	34
NORTHAMPTON	27,695	31.3	14.4	8.2	211
PELHAM	1,153	9.5	7.1	7.1	47
PLAINFIELD	366	35.9	17.9	15.4	41
SOUTHAMPTON	3,770	15.6	3.9	2.6	78
SOUTH HADLEY	16,568	17.2	6.0	4.2	227
WARE	8,697	40.8	16.8	13.6	206
WESTHAMPTON	946	15.0	5.0	3.7	87
WILLIAMSBURG	2,292	35.0	5.0	5.0	43
WORTHINGTON	810	15.4	5.1	5.1	39

Population based on projections by Lower Pioneer Valley Regional Planning Commission.

TABLE 2 HOUSEHOLD SIZE

NUMBER OF PERSONS IN HOUSEHOLD--(V2)

	TOTAL	200% POVERTY	100% POVERTY	
MEAN	3.140	3.133	2.772	.1227 AT .001
MEDIAN	2.892	2.688	2.330	
PEARSON R WITH PER CAPITA INCOOME = -.38 AT .001				

## TABLE 3 NUMBER OF ADULTS IN HOUSEHOLD

## NUMBER OF ADULTS IN HOUSEHOLD--(V6)

	TOTAL	200% POVERTY	100% POVERTY
MEAN	2.341	2.201	2.031
MEDIAN	2.154	1.992	1.797
PEARSON R WITH PER CAPITA INCOME = -.19 AT .001			

## NUMBER OF CHILDREN IN HOUSEHOLD--(V7)

	TOTAL	200% POVERTY	100% POVERTY
MEAN	0.805	0.932	0.722
MEDIAN	0.364	0.360	0.236
PEARSON R WITH PER CAPITA INCOME = -.33 AT .001			



TABLE 4 RESIDENCY BY TYPE OF DWELLING

DWELLING	TOTAL POP.	200% POV.	100% POV	
SINGLE FAMILY	74.4	52.7	31.0	
DUPLEX	7.3	11.3	9.3	
SMALL APARTMENT	8.6	17.9	28.5	
APARTMENT COMP.	6.2	10.7	21.1	
TRAILER	1.1	2.2	2.4	
ELDERLY HOUSING COMPLE		.8	3.1	6.5
OTHER	1.1	1.4	1.1	

TABLE 2 DESCRIPTION OF HOUSEHOLD BY POVERTY STATUS

TYPE OF HOUSEHOLD	TOTAL POP.	200% POV	100% POV.	
	FAMILY	83.9	71.2	49.3
INDIVIDUAL	8.9	14.6	20.4	
GROUP OF INDIVIDUALS	4.7	9.4	25.3	
FAMILY & INDIVIDUAL	1.0	1.6	.2	
COMMUNE OR COLLECTIVE	1.1	3.1	4.8	
OTHER	.4	.1	0.0	

TABLE 6 HOW MANY ROOMS PER DWELLING

	TOTAL POP.	WITHIN 200% POV.	WITHIN 100% POV.
HOME OWNERS	6.66	6.02	6.17
RENTERS	4.76	4.67	4.40

TABLE 7 NUMBER OF BEDROOMS PER DWELLING

	3.19	2.99	3.26
HOME OWNERS			
RENTERS	2.36	2.37	2.28

TABLE 8 EXIENT OE HOUSING PROBLEM

V8A HOUSING  
BY V3 OWN OR RENT DWELLING?

		V3				POPULATION TOTAL
COUNT	I	IOWN	RENT			
COL PCT	I					
	I	1.I	2.I			
V8A	---	I-----	I-----	I-----	I-----	
	1. I	10	I	27	I	37
SEVERE PRO	I	.6	I	5.2	I	1.8
	---	I-----	I-----	I-----	I-----	
	2. I	84	I	85	I	169
PROBLEM	I	5.3	I	16.3	I	8.0
	---	I-----	I-----	I-----	I-----	
	3. I	1487	I	410	I	1897
NOT A PROB	I	94.1	I	78.5	I	90.2
	---	I-----	I-----	I-----	I-----	
	COLUMN	1581		522		2104
	TOTAL	75.2		24.8		100.0

PEARSON'S R = -.23440, SIG. = .0000  
MISSING OBSERVATIONS - 4

TABLE 9 OVERALL CONDITION OF HOME BY WHETHER DWELLING IS  
OWNER OCCUPIED OR RENTED

V20 RATE OVERALL CONDITION OF HOME  
BY V3 OWN OR RENT DWELLING?

		V3				POPULATION TOTAL	
V20	COUNT	I	OWN	RENT			
	COL	PCT					
	I						
	I						
			1.I	2.I			
	---	I	-----	I	-----	I	
	1. I	1037	I	251	I	1288	
VERY GOOD	I	66.5	I	49.1	I	62.2	
	---	I	-----	I	-----	I	
	2. I	454	I	180	I	633	
SOMEWHAT G	I	29.1	I	35.1	I	30.6	
	---	I	-----	I	-----	I	
	3. I	5	I	3	I	8	
SOMEWHAT P	I	.3	I	.6	I	.4	
	---	I	-----	I	-----	I	
	4. I	57	I	64	I	121	
SOMEWHAT P	I	3.6	I	12.5	I	5.8	
	---	I	-----	I	-----	I	
	5. I	7	I	14	I	21	
VERY POOR	I	.4	I	2.8	I	1.0	
	---	I	-----	I	-----	I	
	COLUMN	1559		512		2071	
	TOTAL	75.3		24.7		100.0	

PEARSON'S R = .21409, SIG. = .0000

MISSING OBSERVATIONS - 36



TABLE 10 HOUSING PROBLEMS BY POVERTY

V8A HOUSING  
BY POV100

		POV100		POPULATION TOTAL
COUNT	COL PCT	ABOVE 100% POV 0	WITHIN 100% POV 1.	
V8A				
1.		27	9	36
SEVERE PRO		1.5	5.2	1.8
2.		132	31	163
PROBLEM		7.3	18.2	8.2
3.		1655	129	1784
NOT A PROB		91.2	76.5	90.0
COLUMN		1814	169	1983
TOTAL		91.5	8.5	100.0

PEARSON'S R =  $-.13757$ , SIG. =  $.0000$

MISSING OBSERVATIONS - 124

TABLE 11 CONDITION OF HOME BY POVERTY STATUS

V20  
BY POV100

RATE OVERALL CONDITION OF HOME

V20	COUNT COL PCT	POV100		POPULATION TOTAL	
		ABOVE 100% POV 0	WITHIN 100% POV 1.		
VERY GOOD	1.	1160 64.7	63 37.6	1223 62.4	VERY GOOD
SOMEWHAT G	2.	524 29.2	71 42.2	594 30.3	SOMEWHAT GOOD
SOMEWHAT P	3.	8 .4	0 .1	8 .4	SOMEWHAT POOR
SOMEWHAT P	4.	89 5.0	26 15.5	115 5.9	SOMEWHAT POOR
VERY POOR	5.	12 .6	8 4.7	19 1.0	VERY POOR
COLUMN TOTAL		1793 91.4	168 8.6	1961 100.0	

PEARSON'S R = .19579, SIG. = .0000

MISSING OBSERVATIONS - 147

TABLE 12 HOW MUCH IS TOTAL HOUSING COST BY RENTAL OWNERSHIP  
AND POVERTY STATUS.

INCOME GROUP	MEAN RENT	N
RENTERS ONLY		
TOTAL POPULATION	\$201.85	839
ABOVE 200% POVERTY	218.90	452
200% POVERTY	185.51	221
125% POVERTY	180.40	134
100% POVERTY	187.90	113
HOME OWNERS ONLY		
TOTAL POPULATION	251.12	839
ABOVE 200% POVERTY	256.06	707
200% POVERTY	224.66	132
125% POVERTY	200.65	41
100% POVERTY	232.50	21
RENTERS AND OWNERS COMBINED		
TOTAL POPULATION	234.43	1339
200% POVERTY	198.31	341
125% POVERTY	183.38	177
100% POVERTY	198.54	123



TABLE 14 RENT SUBSIDIES BY POVERTY STATUS

RENTERS ONLY				
		200% POVERTY	125% POVERTY	100% POVERTY
YES		27.9%	33.3%	25.6%
NO		72.1%	67.7%	74.4%
	N	227	131	107



TABLE 15 HOW WELL IS DWELLING MAINTAINED BY LANDLORD

V41	HOW IS DWELLING MAINTAINED--BY LANDLORD
BY DWELL	TYPE OF DWELLING
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9
10	10
11	11
12	12
13	13
14	14
15	15
16	16
17	17
18	18
19	19
20	20
21	21
22	22
23	23
24	24
25	25
26	26
27	27
28	28
29	29
30	30
31	31
32	32
33	33
34	34
35	35
36	36
37	37
38	38
39	39
40	40
41	41
42	42
43	43
44	44
45	45
46	46
47	47
48	48
49	49
50	50
51	51
52	52
53	53
54	54
55	55
56	56
57	57
58	58
59	59
60	60
61	61
62	62
63	63
64	64
65	65
66	66
67	67
68	68
69	69
70	70
71	71
72	72
73	73
74	74
75	75
76	76
77	77
78	78
79	79
80	80
81	81
82	82
83	83
84	84
85	85
86	86
87	87
88	88
89	89
90	90
91	91
92	92
93	93
94	94
95	95
96	96
97	97
98	98
99	99
100	100

		DWELL									
COUNT	I	SINGLE		DUPLEX		SMALL AP		LARGE AP		APARTMEN	
COL	PCT	IFAMILY				APT.				COMPLEX	
		I	1.I	I	2.I	I	3.I	I	4.I	I	5.I
V41		---	I	---	I	---	I	---	I	---	I
		1. I	12 I	10 I	30 I	2 I	24 I				
VERY	SATIS	I	35.7 I	29.2 I	35.3 I	76.2 I	51.2 I				
		---	I	---	I	---	I	---	I	---	I
		2. I	7 I	15 I	35 I	0 I	17 I				
SOMEWHAT	S	I	21.1 I	44.1 I	41.5 I	0 I	34.8 I				
		---	I	---	I	---	I	---	I	---	I
		3. I	12 I	3 I	10 I	1 I	7 I				
SOMEWHAT	D	I	34.7 I	10.1 I	12.3 I	23.8 I	13.9 I				
		---	I	---	I	---	I	---	I	---	I
		4. I	3 I	6 I	9 I	0 I	0 I				
VERY	DISSA	I	8.6 I	16.6 I	11.0 I	0 I	0 I				
		---	I	---	I	---	I	---	I	---	I
		COLUMN	35	34	84	3	48				
		TOTAL	15.5	15.0	37.6	1.2	21.3				
PEARSON'S R =		-.26735, SIG. = .0000									
MISSING OBSERVATIONS -		256									

TABLE 16 DO YOU ANTICIPATE BUYING A HOME

V48 DO YOU ANTICIPATE BUYING HOME  
BY 100% OF POVERTY

		100% OF POVERTY				
COUNT	I					
COL	PCT	IABOVE	WITHIN		POPULATION	
		I100% POV	100% POV		TOTAL	
		I	0I	1.I		
V48	---	I-----	I-----	I-----		
	1.	I 35	I 44	I 80		
YES		I 32.2	I 43.0	I 37.5		YES
		-I-----	I-----	I-----		
	2.	I 74	I 59	I 133		
NO		I 67.8	I 57.0	I 62.5		NO
		-I-----	I-----	I-----		
	COLUMN	110	103	213		
	TOTAL	51.5	48.5	100.0		

PEARSON'S R = -.11172, SIG. = .0520

MISSING OBSERVATIONS - 266

TABLE 17 WHEN DO YOU PLAN TO BUY YOUR HOME

V49 WHEN DO YOU PLAN TO BUY HOME  
BY 100% OF POVERTY

		100% OF POVERTY				POPULATION TOTAL	
COUNT	I	I ABOVE	WITHIN				
COL PCT	I	I 100% POV	100% POV				
	I	0I	1.I				
V49	---	I-----	I-----	I			
1. I	3	I	2	I	5		
WITHIN YEAR	8.2	I	5.3	I	6.6		WITHIN A YEAR
	---	I-----	I-----	I			
2. I	11	I	6	I	17		
WITHIN 5 YE	31.2	I	12.7	I	21.0		WITHIN 5 YEARS
	---	I-----	I-----	I			
3. I	12	I	28	I	40		
MORE THAN 5	33.5	I	63.4	I	49.9		MORE THAN 5 YEARS
	---	I-----	I-----	I			
4. I	10	I	8	I	18		
DON'T KNOW	27.2	I	18.7	I	22.5		DON'T KNOW
	---	I-----	I-----	I			
COLUMN	37		44		81		
TOTAL	45.1		54.9		100.0		

PEARSON'S R = .09390, SIG. = .2022

MISSING OBSERVATIONS - 398

TABLE 12 WHY DON'T YOU PLAN TO BUY YOUR OWN HOME

V50 WHY DON'T YOU PLAN TO BUY HOME  
BY 100% OF POVERTY

		100% OF POVERTY				
COUNT	I	I ABOVE		WITHIN		POPULATION
COL PCT	I	100% POV	I	100% POV	I	TOTAL
	I		0I		1.I	
V50	---	I	---	I	---	I
	1. I	9	I	9	I	18
DON'T WANT	I	13.7	I	19.4	I	16.0
	-I	---	-I	---	-I	
	2. I	59	I	38	I	97
WON'T BE ABLE	I	86.3	I	80.6	I	84.0
	-I	---	-I	---	-I	
COLUMN		68		47		115
TOTAL		59.2		40.8		100.0

PEARSON'S R = -.07535, SIG. = .2118

MISSING OBSERVATIONS - 364

TABLE 19 TO WHAT EXTENT IS HEAT A PROBLEM

	TOTAL POP.	ABOVE 200% POV.	BELOW 200% POV.	BELOW 100% POV.
SEVERE PROBLEM	5.2	3.3	10.5	10.1
PROBLEM	25.0	23.6	28.9	24.4
NOT A PROBLEM	69.8	73.0	60.6	65.5

TABLE 20 MAIN METHOD OF HEATING HOME BY POVERTY STATUS

	TOTAL POP.	ABOVE 200% POV.	BELOW 200% POV.	BELOW 100% POV.
OIL	51.8	53.9	45.8	36.0
GAS	17.1	14.1	25.6	31.3
ELECTRICITY	17.1	17.4	14.8	21.1
WOOD	13.3	13.7	12.2	10.2
SOLAR	.2	.3	0.0	0.0
OTHER	.8	.6	1.5	1.4



TABLE 21 BACK-UP METHOD OF HEATING HOME BY POVERTY STATUS

	TOTAL POP.	ABOVE 200% POV.	BELOW 200% POV.	BELOW 100% POV.
NO SYSTEM	62.2	59.6	69.4	80.0
OIL	8.9	9.2	8.1	8.1
GAS	2.9	2.4	4.1	2.9
ELECTRICITY	5.4	6.3	2.8	1.6
WOOD	18.4	20.0	14.1	6.9
SOLAR	.5	.2	.5	.5
OTHER	1.7	1.8	1.3	.1

TABLE 22 IS THERMOSTAT CONTROLLED BY A PERSON IN THIS  
HOUSEHOLD

	TOTAL POP.	ABOVE 200% POV.	BELOW 200% POV.	BELOW 100% POV.
YES	97.4	98.2	95.0	91.4
NO	2.5	1.7	4.8	8.6

TABLE 23 IN THE WINTER, DO YOU FIND YOUR HOME TO BE?

	TOTAL POP.	ABOVE 200% POV.	BELOW 200% POV.	BELOW 100% POV.
MUCH TOO COLD	4.1	3.0	7.4	7.8
SOMEWHAT TOO COLD	26.6	26.8	25.7	24.7
ABOUT RIGHT	66.8	67.8	63.9	63.2
SOMEWHAT TOO WARM	2.3	2.3	2.3	2.4
MUCH TOO WARM	.3	.1	.7	1.9

TABLE 24 HOW HARD IS IT TO PAY HEATING COSTS THIS WINTER

	TOTAL POP.	ABOVE 200% POV.	BELOW 200% POV.	BELOW 100% POV.
VERY HARD	11.8	7.0	27.8	34.2
SOMEWHAT HARD	36.4	35.1	40.9	32.0
NOT HARD	51.8	57.9	31.5	33.8

TABLE 25 WHICH, OF THE FOLLOWING, ARE INCLUDED IN YOUR RENT

Renters Only			
	TOTAL POP.	ABOVE 100% POVERTY	BELOW 100% POVERTY
HEAT			
INCLUDED	48.2	44.5	52.5
NOT INCLUDED	51.8	55.5	47.5
HOT WATER			
INCLUDED	53.1	48.8	58.8
NOT INCLUDED	46.9	51.2	41.9
FUEL USED FOR COOKING			
INCLUDED	38.0	29.4	48.1
NOT INCLUDED	62.0	70.6	51.9
ELECTRICITY			
31.0	31.3	30.6	
NOT INCLUDED	69.0	68.7	69.4
WOOD			
INCLUDED	15.4	11.3	20.0
NOT INCLUDE	84.6	88.7	80.0

TABLE 26 DO YOU NEED ASSISTANCE TO PAY FOR INSULATION OF  
YOUR HOME

Home Owners Only

V56E INSULATION  
BY 100% OF POVERTY

		100% OF POVERTY				POPULATION TOTAL				
COUNT COL	PCT	I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I		I						
		I								



TABLE 27 DO YOU NEED ASSISTANCE TO HELP PAY FOR STORM  
WINDOWS

Home Owners Only

V56F STORM WINDOWS  
BY 100% OF POVERTY

		100% OF POVERTY			POPULATION TOTAL	
COUNT	I					
COL	PCT	ABOVE	WITHIN			
		I100% POV	100% POV			
		I	0I	1.I		
V56F	---	I-----	I-----	I-----		
	1. I	3	I	2	I	5
SEVERE NEED	I	3.4	I	7.3	I	4.1
	---	I-----	I-----	I-----		
	2. I	12	I	4	I	16
NEED	I	12.2	I	18.2	I	13.2
	---	I-----	I-----	I-----		
	3. I	83	I	16	I	99
NOT A NEED	I	84.5	I	74.5	I	82.7
	---	I-----	I-----	I-----		
	COLUMN	99		21		120
	TOTAL	82.4		17.6		100.0

PEARSON'S R = -.10601, SIG. = .1250

MISSING OBSERVATIONS - 359

TABLE 28 DO YOU NEED ASSISTANCE TO HELP PAY FOR  
WEATHERSTRIPPING YOUR HOME

Home Owners Only

V56G WEATHERSTRIPPING  
BY 100% OF POVERTY

		100% OF POVERTY			POPULATION TOTAL	
COUNT	I	I	I	I		
COL	PCT	ABOVE	WITHIN			
		100% POV	100% POV			
		I	I	I		
V56G	---	I-----	I-----	I-----		
	1. I	4	I	0	I	4
SEVERE NEED	I	4.3	I	1.1	I	3.8
	---	I-----	I-----	I-----		
	2. I	8	I	7	I	15
NEED	I	8.2	I	33.5	I	12.6
	---	I-----	I-----	I-----		
	3. I	86	I	14	I	100
NOT A NEED	I	87.5	I	65.3	I	83.6
	---	I-----	I-----	I-----		
	COLUMN	99		21		120
	TOTAL	82.4		17.6		100.0

PEARSON'S R = -.14892, SIG. = .0526

MISSING OBSERVATIONS - 359

TABLE 29 WHEN WAS INSULATION INSTALLED OR INSPECTED

## Home Owners Only

V58 WHEN INSULATION INSTALLED OR INSP.  
BY 100% OF POVERTY

		100% OF POVERTY					
COUNT	I	I ABOVE		WITHIN		POPULATION	
COL PCT	I	100% POV	I	100% POV	I	TOTAL	
	I		0I		1.I		
V58	---	I	---	I	---	I	
	1. I	18	I	9	I	27	
DON'T KNOW	I	9.4	I	21.4	I	11.7	DON'T KNOW
	---	I	---	I	---	I	
	2. I	43	I	4	I	47	
WITHIN LAST	I	22.7	I	10.2	I	20.3	WITHIN LAST 2 YEARS
	---	I	---	I	---	I	
	3. I	23	I	7	I	31	
WITHIN LAST	I	12.5	I	16.7	I	13.3	WITHIN LAST 5 YEARS
	---	I	---	I	---	I	
	4. I	80	I	10	I	90	
MORE THAN 5	I	42.7	I	23.8	I	39.1	MORE THAN 5 YEARS AGO
	---	I	---	I	---	I	
	5. I	24	I	12	I	36	
NEVER INSTAI	I	12.7	I	27.9	I	15.6	NEVER INSTALLED
	---	I	---	I	---	I	
COLUMN		187		44		231	
TOTAL		81.0		19.0		100.0	

PEARSON'S R = .00073, SIG. = .4956

MISSING OBSERVATIONS - 248

TABLE 30 DO YOU KNOW IF YOU ARE ELIGIBLE FOR EMERGENCY FUEL  
ASSISTANCE OR SUBSIDY

V62 ELIGIBLE FOR EMERG FUEL ASSIST  
BY 100% OF POVERTY

		100% OF POVERTY				
COUNT		I				
COL	PCT	ABOVE	WITHIN	POPULATION		
		100% POV	100% POV	TOTAL		
		I	OI	1.I		
V62		---	I-----	I-----		
	1. I	192	I 69	I 261		
DON'T KNOW	I 64.2	I 48.0	I 58.9	DON'T KNOW		
		-I-----	I-----	I-----		
	2. I	28	I 30	I 58		
YES, AM ELI	I 9.3	I 21.1	I 13.1	YES, AM ELIGIBLE		
		-I-----	I-----	I-----		
	3. I	79	I 44	I 124		
NO, NOT ELI	I 26.5	I 30.9	I 27.9	NO, NOT ELIGIBLE		
		-I-----	I-----	I-----		
COLUMN		299	143	442		
TOTAL		67.6	32.4	100.0		

PEARSON'S R = .10942, SIG. = .0107

MISSING OBSERVATIONS - 37

TABLE 31 HAVE YOU EVERY APPLIED FOR EMERGENCY FUEL  
ASSISTANCE OR SUBSIDY?

V63 HAVE YOU APPLIED FOR EMERG FUEL ASSIST  
BY 100% OF POVERTY

		100% OF POVERTY					
COUNT	I						
COL	PCT	I	ABOVE	WITHIN		POPULATION	
		I	100% POV	100% POV		TOTAL	
		I		0I	1.I		
V63		---	I-----	I-----	I-----		
	1.	I	40	I	26	I	67
YES		I	13.4	I	18.0	I	14.9
		-I-----	I-----	I-----	I-----		YES
	2.	I	261	I	119	I	380
NO		I	86.6	I	82.0	I	85.1
		-I-----	I-----	I-----	I-----		NO
	COLUMN		301		145		447
	TOTAL		67.5		32.5		100.0

PEARSON'S R = -.06073, SIG. = .1001

MISSING OBSERVATIONS - 32



TABLE 32 WHERE DID YOU APPLY FOR FUEL ASSISTANCE

V64 WHERE DID YOU APPLY FOR FUEL ASSIST  
BY 100% OF POVERTY

		100% OF POVERTY					
COUNT	I						
COL PCT	I	ABOVE	WITHIN			POPULATION	
	I	100% POV	100% POV			TOTAL	
	I	0I	1.I				
V64	---	I-----	I-----			I	
	1. I	19 I	18 I			38	
YES, FROM HI	50.3 I	68.4 I			57.7	FROM HCAC	
	-I-----	I-----			I		
	2. I	4 I	1 I			4	
YES FROM WEI	9.8 I	2.4 I			6.7	FROM WELFARE	
	-I-----	I-----			I		
	3. I	1 I	0 I			1	
YES FROM BOI	2.2 I	0 I			1.3	FROM BOTH	
	-I-----	I-----			I		
	4. I	14 I	8 I			22	
NO	I	37.8 I	29.3 I			34.3	OTHER
	-I-----	I-----			I		
COLUMN		38	27			65	
TOTAL		58.8	41.2			100.0	

TABLE 33 DID YOU GET THE FUEL ASSISTANCE THAT YOU APPLIED FOR?

V65 DID YOU GET FUEL ASSIST  
BY 100% OF POVERTY

		100% OF POVERTY			POPULATION TOTAL			
COUNT	I	I	WITHIN	I				
COL	PCT	I	100% POV	100% POV				
		I	0I	1.I				
V65	---	I	---	I	---	I		
	1.	I	22	I	14	I	36	
YES, FROM HCI		56.2	I	56.8	I	56.4	YES, FROM HCAC	
	---	I	---	I	---	I		
	2.	I	1	I	0	I	1	
YES, FROM WI		3.0	I	0	I	1.8	YES, FROM WELFARE	
	---	I	---	I	---	I		
	3.	I	2	I	0	I	2	
YES FROM BOI		5.3	I	0	I	3.3	YES, FROM BOTH	
	---	I	---	I	---	I		
	4.	I	8	I	2	I	11	
NO		I	20.9	I	8.9	I	16.3	NO--DIDN'T GET IT
	---	I	---	I	---	I		
	5.	I	6	I	8	I	14	
STILL WAITII		I	14.7	I	34.3	I	22.2	STILL WAITING
	---	I	---	I	---	I		
COLUMN		40		25		65		
TOTAL		61.8		38.2		100.0		

PEARSON'S R = .08082, SIG. = .2617

MISSING OBSERVATIONS - 414

TABLE 34 WAS FUEL ASSISTANCE ADEQUATE TO GET YOU THROUGH THE WINTER?

V66 WAS FUEL ASSIST ADEQUATE FOR WINTER  
BY 100% OF POVERTY

		100% OF POVERTY			POPULATION TOTAL	
COUNT	I					
COL PCT	I ABOVE	WITHIN				
	I 100% POV	100% POV				
	I	0 I	1. I			
V66	---	I-----	I-----	I-----		
	1. I	15	I	14	I	29
ADEQUATE	I	55.3	I	61.6	I	58.3
	---	I-----	I-----	I-----		
	2. I	11	I	2	I	13
BARELY ADEQ	I	39.9	I	8.7	I	25.5
	---	I-----	I-----	I-----		
	3. I	1	I	7	I	8
NOT ADEQUATE	I	4.8	I	29.7	I	16.3
	---	I-----	I-----	I-----		
COLUMN		27		23		50
TOTAL		53.8		46.2		100.0

PEARSON'S R = .12307, SIG. = .1985

MISSING OBSERVATIONS - 429

TABLE 35 DO YOU FEEL THAT YOU NEED A FUEL SUBSIDY TO GET  
YOU THROUGH THIS WINTER?

V67 DO YOU NEED FUEL ASSISTANCE THIS WINTER  
BY 100% OF POVERTY

		100% OF POVERTY					
COUNT	I	WITHIN		POPULATION			
COL	PCT	IABOVE	POV	100% POV	TOTAL		
		I	0I	1.1			
V67	---	I	---	I	---		
	1.	I	56	I	24	I	81
YES		I	20.8	I	21.1	I	20.9
		---	---	---	---	---	YES
	2.	I	158	I	76	I	234
NO		I	58.2	I	65.5	I	60.4
		---	---	---	---	---	NO
	3.	I	57	I	16	I	72
NOT SURE		I	20.9	I	13.4	I	18.7
		---	---	---	---	---	NOT SURE
	COLUMN		271		116		387
	TOTAL		70.0		30.0		100.0

PEARSON'S R =  $-.05726$ , SIG. =  $.1305$

MISSING OBSERVATIONS - 92

TABLE 36 EXTENT TO WHICH HEALTH CARE IS A PROBLEM  
200% OF POVERTY

V8E  
BY POV200

HEALTH CARE

COUNT COL PCT	POV200		WITHIN		POPULATION TOTAL	
	ABOVE 200% POV	0I	200% POV	1.1		
V8E	---	I	---	I	---	
1.	I	21	I	30	I	51
SEVERE PRO	I	1.5	I	5.9	I	2.6
	---	I	---	I	---	SEVERE PROBLEM
2.	I	132	I	101	I	233
PROBLEM	I	9.2	I	20.1	I	12.1
	---	I	---	I	---	PROBLEM
3.	I	1275	I	369	I	1645
NOT A PROB	I	89.3	I	73.9	I	85.3
	---	I	---	I	---	NOT A PROBLEM
COLUMN		1429		499		1928
TOTAL		74.1		25.9		100.0

PEARSON'S R = -.19583, SIG. = .0000

MISSING OBSERVATIONS - 179



TABLE 37 EXTENT TO WHICH HEALTH CARE IS A PROBLEM BY 100%  
OF POVERTY

V8E HEALTH CARE  
BY POV100

		POV100				
		COUNT	I			POPULATION
COL	PCT	IABOVE	WITHIN			TOTAL
		I100%	POV	100%	POV	
		I	0I	1.1		
V8E		---I-----I-----I				
	1.	I	42	I	8	I 51
SEVERE	PRO	I	2.4	I	5.2	I 2.6 SEVERE PROBLEM
		-I-----I-----I				
	2.	I	209	I	24	I 233
PROBLEM		I	11.8	I	14.9	I 12.1 PROBLEM
		-I-----I-----I				
	3.	I	1516	I	129	I 1645
NOT A PROB		I	85.8	I	79.9	I 85.3 NOT A PROBLEM
		-I-----I-----I				
COLUMN		1767		161		1928
TOTAL		91.6		8.4		100.0

PEARSON'S R = -.05456, SIG. = .0083

MISSING OBSERVATIONS - 179

TABLE 38 QUALITY OF NEAREST HOSPITAL

V31S QUALITY OF NEAREST HOSPITAL  
BY POV200

		POV200			POPULATION TOTAL	
COUNT	I	I ABOVE	WITHIN	I		
COL PCT	I	I 200% POV	I 200% POV	I		
	I	0I	1.I			
V31S	---	I-----	I-----	I		
1.	I	744	I 262	I	1006	
VERY SATIS	I	55.6	I 56.3	I	55.8	VERY SATISFIED
	---	I-----	I-----	I		
2.	I	464	I 157	I	621	
SOMEWHAT S	I	34.7	I 33.8	I	34.5	SOMEWHAT SATISFIED
	---	I-----	I-----	I		
3.	I	77	I 27	I	104	
SOMEWHAT D	I	5.8	I 5.8	I	5.8	SOMEWHAT DISSATISFIED
	---	I-----	I-----	I		
4.	I	53	I 19	I	72	
VERY DISSA	I	4.0	I 4.1	I	4.0	VERY DISSATISFIED
	---	I-----	I-----	I		
COLUMN		1338	465		1803	
TOTAL		74.2	25.8		100.0	

PEARSON'S R = -.00281, SIG. = .4525

MISSING OBSERVATIONS - 304

TABLE 39 WHERE PEOPLE GO FOR HEALTH CARE -- 200% POVERTY  
POPULATION

SOURCE	OFTEN USE	SOME- TIMES USE	NEVER USE
PRIVATE MD OR CLINIC	50.6	24.4	25.0
COOLEY DICKENSON HOSPITAL	5.8	36.1	58.2
OTHER HOSPITAL	.9	16.5	82.7
OTHER	3.2	13.6	83.2
MARY LANE HOSPITAL	2.8	6.6	9.4
VALLEY HEALTH PLAN (AMA)	3.6	3.9	92.5
STUDENT HEALTH SERVICE	3.4	3.9	92.5
VALLEY HEALTH PLAN (UMASS)	5.2	1.5	93.3
WORTHINGTON HEALTH CENTER	1.8	2.6	95.7
BELCHERTOWN HEALTH CLINIC	.3	.7	98.9

TABLE 40 WHERE PEOPLE GO FOR HEALTH CARE -- 100% POVERTY  
POPULATION

	OFTEN USE	SOME- TIMES USE	NEVER USE
PRIVATE MD OR CLINIC	39.3	19.8	40.9
COOLEY DICKENSON HOSPITAL	4.2	24.8	71.0
OTHER HOSPITAL	1.4	14.3	84.3
OTHER	5.1	10.6	84.3
MARY LANE HOSPITAL	3.3	4.5	92.2
VALLEY HEALTH PLAN (AMA)	3.8	1.9	94.2
STUDENT HEALTH SERVICE	8.1	7.9	83.9
VALLEY HEALTH PLAN (UMASS)	1.5	5.2	86.1
WORTHINGTON HEALTH CENTER	1.6	3.4	95.0
BELCHERTOWN HEALTH CLINIC	1.0	.4	98.6

TABLE 41 HOW DO YOU PAY FOR HEALTH  
CARE BY 200% OF POVERTY

CASH OR CHECK METHOD OF PAYMENT	COMMON USE	SOME USE	NEVER USE
CASH OR CHECK	34.0	35.6	30.3
MEDICARE	12.6	12.9	74.5
SELF-FINANCED INSUR	6.8	17.6	75.7
SELF & EMPLOYER INSUR.	6.7	10.0	79.7
EMPLOYER FIN. INS.	5.2	5.9	89.0
SOCIAL SEC.	1.3	6.3	92.5
NO WAY TO PAY FOR CARE	1.3	1.5	97.2
VETERANS ADMIN.	.6	1.3	98.0
NO CHARGE FOR SERVICE	.2	1.2	98.6



TABLE 42 HOW DO YOU PAY FOR HEALTH CARE  
BY 100% OF POVERTY

CASH OR CHECK	5.3	24.0	70.7
NO CHARGE	2.0	28.3	71.7
MEDICAID	3.7	17.4	79.0
NO WAY TO PAY		9.1	90.9
SELF & EMPLOYER INS.		5.6	94.4
SOCIAL SECURITY		4.4	95.6
EMPLOYER FIN. INS.		3.7	96.3
SELF-FINANCED INS.		3.0	97.0
VETERANS ADMIN.		1.0	99.0



TABLE 44 HAVE YOU EVER BEEN DISCRIMINATED AGAINST  
OR DENIED SERVICES BECAUSE YOU WERE ON MEDICAID

V83      EVER DISCRIMINATED BECAUSE OF MEDICAID

COUNT	COL	PCT	IABOVE	WITHIN	POPULATION	
			I100% POV	100% POV	TOTAL	
		I	0I	1.I		
V83		---I-----I-----I				
	1.	I	2	I	1	I
FREQUENTLY		I	3.6	I	2.9	I
		---I-----I-----I				
	2.	I	5	I	7	I
SOMETIMES		I	8.1	I	15.7	I
		---I-----I-----I				
	3.	I	6	I	5	I
RARELY		I	9.8	I	10.4	I
		---I-----I-----I				
	4.	I	46	I	31	I
NEVER		I	78.5	I	71.0	I
		---I-----I-----I				
	COLUMN		58		44	
	TOTAL		57.1		42.9	
					102	
					100.0	

PEARSON'S R = -.08301, SIG. = .2031

MISSING OBSERVATIONS - 377

TABLE 45 DO YOU KNOW OF ANY PROGRAMS TO HELP PAY FOR HEALTH CARE  
FOR PEOPLE WHO CAN'T AFFORD CARE BUT ARE NOT ON MEDICAID

V79 KNOW OF HEALTH SUBSIDIES?

	COUNT	I						
	COL	PCT	IA	BOVE	WITHIN		POPULATION	
			I	100%	POV	100%	POV	TOTAL
			I		0I		1. I	
V79			---	I	-----	I	-----	I
		1.	I	25	I	18	I	43
YES			I	8.5	I	11.6	I	9.6
			---	I	-----	I	-----	I
		2.	I	273	I	134	I	406
NO			I	91.5	I	88.4	I	90.4
			---	I	-----	I	-----	I
	COLUMN			298		151		449
	TOTAL			66.3		33.7		100.0

PEARSON'S R = -.04991, SIG. = .1455

MISSING OBSERVATIONS - 29

TABLE 46 DURING THE PAST 12 MONTHS, HAVE YOU GONE WITHOUT ANY OF THE FOLLOWING BECAUSE OF AN INABILITY TO PAY

SERVICE	200% POVERTY			100% POVERTY		
	MORE THAN ONCE	ONCE	NO	MORE THAN ONCE	ONCE	NO
A MD OR NURSE	8.2	2.8	88.5	14.4	3.7	81.9
B EYE CARE	11.3	5.5	83.2	17.3	9.3	73.4
C DENTAL CARE	17.7	4.4	77.9	22.4	4.9	72.7
D MEDICATION	6.4	2.7	90.9	11.7	4.0	84.3
E PSYCH. THER.	4.6	.5	94.9	9.3	.4	90.2
F CHIROPRACTIC	4.9	.9	94.2	5.4	.8	93.8



TABLE 42 WHAT DO YOU CONSIDER TO BE THE MOST IMPORTANT  
FACTORS WHEN YOU SELECT A HEALTH CARE FACILITY

V77 WHY CHOOSE HEALTH SERVICE

	COUNT	I						
	COL	PCT	ABOVE	WITHIN			POPULATION	
			100% POV	100% POV			TOTAL	
			I	I				
			01	1.1				
V77	---	I	-----	I	-----	I		
1. I	50	I	23	I			73	
COST OF SERI	16.9	I	15.7	I			16.5	COST OF SERVICES
2. I	32	I	27	I			58	
EASY TO GETI	10.8	I	18.3	I			13.3	EASY TO GET THERE
3. I	159	I	68	I			227	
QUALITY OF I	54.1	I	46.4	I			51.5	QUALITY OF SERVICE
4. I	10	I	6	I			16	
HOURS SERVII	3.4	I	4.2	I			3.7	HOURS THAT SERVICE IS AVAILAI
5. I	21	I	12	I			33	
ONLY ONE AVI	7.3	I	7.9	I			7.5	ONLY ONE AVAILABLE
6. I	22	I	11	I			33	
OTHER	7.6	I	7.4	I			7.5	OTHER
COLUMN	294		146				440	
TOTAL	66.7		33.3				100.0	

PEARSON'S R = -.01241, SIG. = .3976

MISSING OBSERVATIONS - 39

TABLE 48 WHICH SERVICES WOULD YOU WANT  
FROM A COMMUNITY HEALTH CENTER

SERVICE	200% POVERTY			100% POVERTY		
	PRIMARY NEED	NEED	NOT NEED	PRIMARY NEED	NEED	NOT NEED
HELP WHEN SICK OR INJURED	59.7	27.2	13.1	56.0	31.4	12.6
EVALUATE HEALTH	18.7	30.7	50.5	17.4	33.7	48.8
SLIDING FEES	18.0	34.0	47.4	12.2	37.3	50.6
HELP WITH PRESSURES	3.6	13.3	83.1	1.4	11.8	86.7
SEXUAL - PROBLEMS HELP	.7	8.5	90.7	1.4	11.8	86.7
HELP STOP BAD HABIT	5.4	19.5	75.1	5.4	23.6	71.0

TABLE 49 HAVE YOU OR YOUR FAMILY  
EXPERIENCED AND OF THE FOLLOWING  
 200% POVERTY

	FREQ.	SOME TIMES	RARELY	NEVER
COST MORE THAN I CAN AFFORD	25.1	17.0	4.1	53.8
TRANSPORTATION	9.4	12.5	3.7	74.4
LACK OF MEDICAL INSURANCE	9.2	6.6	2.3	81.8
NEEDED SPECIAL. ISTS NOT HEARBY	6.7	8.5	5.7	79.1
PRACTITIONERS LACK RESPECT	8.3	5.4	6.4	79.9
CAN't GET APPOINTMENT	5.0	10.1	6.0	78.9
OFFICE HOURS INCONVENIENT	5.1	7.1	4.1	83.6
RUDENESS OR MISTREATMENT	2.0	2.7	3.5	91.8
PRACTITIONERS MISS APPOINTMENT	.6	1.3	5.6	92.5

TABLE 50 HAVE YOU OR YOUR FAMILY EXPERIENCED ANY OF THE  
FOLLOWING PROBLEMS

100% OF POVERTY

PROBLEMS EXPERIENCED WITH HEALTH CARE BY 100% POVERTY

ITEM	FREQUENT	RARE	SOMETM	NEVER
F COSTS TOO MUCH	25.0	16.7	3.5	54.8
B TRANSPORTATION	13.1	13.0	1.7	72.2
D LACK OF MEDICAL INSURANCE	14.4	9.0	.8	75.8
E NEEDED SPECIALISTS NOT NEARBY	7.0	6.6	4.6	81.7
G PRACTIONERS LACK RESPECT FOR TIME	8.1	4.6	6.7	80.6
C CAN'T GET APPOINTMENT	11.4	6.1	2.6	79.9
A HOURS INCONVENIENT	8.1	2.0	3.1	86.7
I RUDENESS OR MISTREATMENT	5.2	1.7	2.7	90.4
H PRACTIONERS MISS APPOINTMENTS	1.0	2.1	7.5	89.4

TABLE 51 DO YOU EVER EXPERIENCE ANY OF THE FOLLOWING WHEN  
YOU NEED  
MEDICATION

PROBLEMS WHEN NEEDING MEDICATION

PROBLEM	REG	OFT	Seldom	NEVER
COSTS MORE THAN I CAN AFFORD	22.4	9.4	13.9	54.2
NO DRUG STORES NEARBY	4.0	3.5	6.1	86.4
DRUG STORES NOT OPEN	1.3	3.0	8.9	86.8



TABLE 52 IN GENERAL, HOW SATISFIED ARE YOU WITH THE HEALTH CARE YOU ARE GETTING

V85 HOW SATISFIED WITH HEALTH CARE  
BY 100% OF POVERTY

		100% OF POVERTY			POPULATION TOTAL		
COUNT	I	I	WITHIN	I			
COL	PCT	I	I	I			
		I	I	I			
		I	I	I			
		I	I	I			
V85	---	I	---	I	---	I	
	1. I	164	I	81	I	245	
VERY SATISFI	54.3	I	56.0	I	54.8	VERY SATISFIED	
	---	I	---	I	---	I	
	2. I	96	I	37	I	133	
SOMEWHAT SAI	31.8	I	25.4	I	29.7	SOMEWHAT SATISFIED	
	---	I	---	I	---	I	
	3. I	26	I	18	I	45	
SOMEWHAT DII	8.7	I	12.6	I	10.0	SOMEWHAT DISSATISFIED	
	---	I	---	I	---	I	
	4. I	16	I	9	I	24	
VERY DISSATI	5.2	I	6.0	I	5.5	VERY DISSATISFIED	
	---	I	---	I	---	I	
COLUMN		302		144		447	
TOTAL		67.7		32.3		100.0	

PEARSON'S R = .02078, SIG. = .3307

MISSING OBSERVATIONS - 32

**TABLE 53 ARE THERE ANY MEMBERS OF YOUR FAMILY WHO ARE  
SERIOUSLY ILL OR INJURED**

V86 ARE FAMILY MEMBERS SERIOUSLY ILL  
BY 100% OF POVERTY

		100% OF POVERTY				POPULATION TOTAL	
COUNT	I	I ABOVE	WITHIN				
COL PCT	I100% POV	100% POV	100% POV				
	I	0I	1.I				
V86	---I-----I-----I						
	1. I	42 I	22 I		64		
YES	I	13.7 I	14.9 I		14.1	YES	
	-I-----I-----I						
	2. I	262 I	125 I		388		
NO	I	86.3 I	85.1 I		85.9	NO	
	-I-----I-----I						
	COLUMN	304	148		452		
	TOTAL	67.3	32.7		100.0		

PEARSON'S R = -.01690, SIG. = .3601

MISSING OBSERVATIONS - 27

TABLE 54 ARE THERE ANY MEMBERS OF THIS HOUSEHOLD WHO ARE  
PHYSICALLY HANDICAPPED OR PERMANENTLY DISABLED

V89 ANY HANDICAPPED OR DISABLED  
BY 100% OF POVERTY

		100% OF POVERTY				
COUNT		I				
COL	PCT	I ABOVE	WITHIN		POPULATION	
		I 100% POV	100% POV		TOTAL	
		I	0I	1.I		
V89		---	I-----	I-----	I	
	1.	I	39	I	31	I 69
YES		I	12.6	I	20.3	I 15.2 YES
		-I-----	I-----	I-----	I	
	2.	I	268	I	120	I 388
NO		I	87.4	I	79.7	I 84.8 NO
		-I-----	I-----	I-----	I	
COLUMN		307	150	457		
TOTAL		67.1	32.9	100.0		

PEARSON'S R = -.10091, SIG. = .0155

MISSING OBSERVATIONS - 22

TABLE 55 WHICH, IF ANY, ARE NEEDS  
FOR YOUR FAMILY

	200% POVERTY			100% POVERTY		
	SEVERE NEED	NEED	NOT NEED	SEVERE NEED	NEED	NOT NEED
OUTPATIENT CLINIC	21.2	27.0	51.8	25.9	23.7	50.4
DENTAL INS.	24.1	24.1	51.8	23.4	22.4	54.2
PREPAID HEALTH PROGRAM (HMO)	17.4	22.0	60.9	17.0	26.0	57.0
DOCTOR NEAR MY HOME	4.7	9.8	85.6	3.6	12.6	83.7
EYE CARE INS.	11.4	22.1	66.5	8.7	25.1	66.2
DENTIST NEAR MY HOME	.9	9.1	90.0	1.3	14.7	83.9

TABLE 56 WHERE, IF ANYWHERE, HAVE YOU GONE TO TALK THROUGH  
 AN EMOTIONAL  
 ISSUE DURING THE LAST 12 MONTHS

PRACTITIONER	MOST HELPFUL	HAVE USED	NOT USED	MOST HELPFUL	HAVE USED	NOT USED
FAMILY MEMBER	16.3	32.5	51.1	18.5	31.8	49.6
FRIEND	15.0	23.9	61.1	20.6	25.7	53.8
MEDICAL DOCTOR	1.5	8.0	90.4	3.1	9.7	87.2
MINISTER	2.2	6.9	90.9	1.1	11.0	88.0
PSYCH	2.5	5.3	92.2	5.8	5.8	88.4
COUNSELOR	2.6	5.1	92.3	4.2	3.2	89.6
M.H. WORKER	1.8	2.1	96.1	3.1	1.9	95.0
SOCIAL WORKER	.7	1.6	97.7	.6	3.7	95.7



## TABLE 57 WAS A PROFESSIONAL SEEN

WAS PROFESSIONAL SEEN?  
BY 100% OF POVERTY

		100% OF POVERTY				
COUNT		I				
COL	PCT	I ABOVE	WITHIN	POPULATION		
		I 100% POV	I 100% POV	TOTAL		
		I	0I	1.I		
PROF	---	I-----	I-----	I-----		
1.	I	65	I 52	I 117		
PROFESSIONAL	I	22.1	I 37.0	I 26.9	YES, PROFESSIONAL WAS SEEN	
	-I-----	I-----	I-----	I-----		
2.	I	230	I 88	I 318		
PROFESSIONAL	I	77.9	I 63.0	I 73.1	NO, PROFESSIONAL NOT SEEN	
	-I-----	I-----	I-----	I-----		
COLUMN		295	140	434		
TOTAL		67.8	32.2	100.0		

PEARSON'S R = -.15685, SIG. = .0005

MISSING OBSERVATIONS - 44

TABLE 58 DID YOUR FAMILY MEMBER SEEK HELP ON HIS/HER OWN OR  
DID SOMEONE

REFER HIM/HER

V94            SEEK HELP ON OWN OR REFERRED  
BY 100% OF POVERTY

100% OF POVERTY					
COUNT	I				
COL PCT	IABOVE		WITHIN		POPULATION
	I100% POV		100% POV		TOTAL
	I		0I		1.I
V94	---	I-----	I-----	I-----	I-----
1. I	36	I	37	I	72
SOUGHT HELPI	79.2	I	79.8	I	79.5
	---	I-----	I-----	I-----	I-----
2. I	9	I	9	I	19
WAS. REFERREI	20.8	I	20.2	I	20.5
	---	I-----	I-----	I-----	I-----
COLUMN	45		46		91
TOTAL	49.7		50.3		100.0

SOUGHT HELP

WAS REFERRED

PEARSON'S R =  $-.00780$ , SIG. =  $.4708$ 

MISSING OBSERVATIONS - 388

TABLE 59 WHO DID THE REFERRING

V95 WHO DID REFERRING  
BY 100% OF POVERTY

		100% OF POVERTY				
		COUNT				
		COL PCT				
		I ABOVE WITHIN				
		I 100% POV 100% POV				
		I 0I 1.I				
		I-----I-----I				
V95		1. I	3 I	3 I	5	
MEDICAL	DOCI	28.5	I 38.3	I	32.5	MEDICAL DOCTOR
		I-----I-----I				
	2. I	0 I	1 I	1		
COURT	I	0 I	9.4 I	3.8		COURT
		I-----I-----I				
	3. I	2 I	3 I	5		
SOCIAL	WORKI	21.1	I 39.2	I	28.4	SOCIAL WORKER
		I-----I-----I				
	4. I	1 I	0 I	1		
FRIEND	I	11.5	I 0 I	6.9		FRIEND
		I-----I-----I				
	6. I	4 I	1 I	5		
OTHER	I	38.8	I 13.1	I	28.4	OTHER
		I-----I-----I				
COLUMN		10	7	17		
TOTAL		59.6	40.4	100.0		

PEARSON'S R = -.29179, SIG. = .1290

MISSING OBSERVATIONS = 462

TABLE 60 WERE SERVICES ADEQUATE

V96 WERE SERVICES ADEQUATE  
BY 100% OF POVERTY

		100% OF POVERTY			POPULATION TOTAL	
COUNT	I	I	I	I		
COL PCT	I	ABOVE	WITHIN			
	I	100% POV	100% POV			
	I	0I	1.I			
V96	---	I-----	I-----	I-----		
1. I	42	I	35	I	77	
ADEQUATE	I	91.4	I	75.2	I	83.3 ADEQUATE
	---	I-----	I-----	I-----		
2. I	4	I	6	I	9	
BARELY ADEQ	I	7.8	I	12.4	I	10.1 BARELY ADEQUATE
	---	I-----	I-----	I-----		
3. I	0	I	1	I	1	
INADEQUATE	I	.7	I	1.8	I	1.2 INADEQUATE
	---	I-----	I-----	I-----		
4. I	0	I	5	I	5	
DON'T KNOW	I	0	I	10.6	I	5.3 DON'T KNOW
	---	I-----	I-----	I-----		
COLUMN	46		46		93	
TOTAL	50.0		50.0		100.0	

PEARSON'S R = .25990, SIG. = .0060

MISSING OBSERVATIONS - 386

TABLE 61 IMAGINE YOU NEEDED TO SEE A PROFESSIONAL. WHICH  
PROFESSIONAL WOULD YOU SEE

V97 WHAT PROFESSIONAL WOULD YOU SEE  
BY 100% OF POVERTY

		100% OF POVERTY				POPULATION TOTAL	
COUNT COL	PCT	I ABOVE		WITHIN			
		I 100% POV		100% POV			
		I	01	I	1.1		
V97	---	I	---	I	---	I	
1.	I	47	I	23	I	70	PSYCHOLOGIST OR PSYCHIATRIST
PSYCHOLOGIST	I	20.8	I	25.0	I	22.0	
	---	I	---	I	---	I	
2.	I	62	I	24	I	87	MEDICAL DOCTOR
MEDICAL DOCTOR	I	27.8	I	26.6	I	27.4	
	---	I	---	I	---	I	
3.	I	27	I	13	I	40	RELIGIOUS LEADER
RELIGIOUS LEADER	I	12.1	I	14.2	I	12.7	
	---	I	---	I	---	I	
4.	I	1	I	3	I	4	SOCIAL WORKER
SOCIAL WORKER	I	.6	I	3.0	I	1.3	
	---	I	---	I	---	I	
5.	I	9	I	8	I	16	COUNSELOR (OTHER THAN ABOVE)
COUNSELOR	I	3.9	I	8.5	I	5.2	
	---	I	---	I	---	I	
6.	I	9	I	5	I	14	COMMUNITY MENTAL HEALTH WORKER
COMMUNITY MENTAL HEALTH WORKER	I	3.9	I	5.2	I	4.3	
	---	I	---	I	---	I	
7.	I	52	I	15	I	67	NO ONE
NO ONE	I	23.0	I	16.3	I	21.1	
	---	I	---	I	---	I	
8.	I	18	I	1	I	19	OTHER
OTHER	I	8.0	I	1.3	I	6.1	
	---	I	---	I	---	I	
COLUMN		225		92		317	
TOTAL		71.1		28.9		100.0	

PEARSON'S R = -.09506, SIG. = .0457

MISSING OBSERVATIONS - 162



TABLE 62 HOW WOULD YOU PAY FOR SERVICES

V98 HOW WOULD YOU PAY FOR HELP  
BY 100% OF POVERTY

		100% OF POVERTY			POPULATION TOTAL	
COUNT	I	ABOVE	WITHIN			
COL PCT	I	100% POV	100% POV			
	I	0I	1. I			
V98	---	I-----	I-----	I-----		
	0	I	29	I	9	I
OTHER	I	17.7	I	12.7	I	16.2
	---	I-----	I-----	I-----		
	1.	I	92	I	32	I
CASH OR CHECK	I	56.1	I	44.3	I	52.5
	---	I-----	I-----	I-----		
	2.	I	6	I	0	I
EMPLOYER FIN	I	3.4	I	0	I	2.4
	---	I-----	I-----	I-----		
	3.	I	9	I	13	I
S	I	5.3	I	18.5	I	9.3
	---	I-----	I-----	I-----		
	4.	I	6	I	0	I
INSURANCE	I	3.6	I	0	I	2.5
	---	I-----	I-----	I-----		
	5.	I	0	I	2	I
SOCIAL SECUR	I	.3	I	2.9	I	1.1
	---	I-----	I-----	I-----		
	6.	I	7	I	8	I
MEDICAID	I	4.0	I	11.8	I	6.4
	---	I-----	I-----	I-----		
	7.	I	3	I	6	I
MEDICARE	I	1.7	I	8.4	I	3.7
	---	I-----	I-----	I-----		
	8.	I	1	I	0	I
V.A.	I	.8	I	0	I	.6
	---	I-----	I-----	I-----		
	9.	I	11	I	1	I
NO WAY TO PAY	I	7.0	I	1.4	I	5.3
	---	I-----	I-----	I-----		
COLUMN		163		72		235
TOTAL		69.5		30.5		100.0

PEARSON'S R = .10393, SIG. = .0561

MISSING OBSERVATIONS - 244

TABLE 63 "HOW MUCH OF A PROBLEM IS TRANSPORTATION"  
FOR THE 200% OF POVERTY GROUP

V8C                      TRANSPORTATION  
BY POV200

		POV200						
		COUNT	I					POPULATION
COL	PCT	I ABOVE		WITHIN				TOTAL
		I 200% POV		I 200% POV				
		I		0I				1.I
V8C		---	I-----	I-----	---			I
	1.	I	30	I	30	I		59
SEVERE PRO	I	2.0	I	5.7	I			3.0
		---	I-----	I-----	---			I
	2.	I	212	I	109	I		321
PROBLEM	I	14.5	I	20.9	I			16.2
		---	I-----	I-----	---			I
	3.	I	1221	I	381	I		1602
NOT A PROB	I	83.5	I	73.3	I			80.8
		---	I-----	I-----	---			I
COLUMN		1463		520				1983
TOTAL		73.8		26.2				100.0

PEARSON'S R = -.12646, SIG. = .0000

MISSING OBSERVATIONS - 125

TABLE 64 "HOW MUCH OF A PROBLEM IS TRANSPORTATION"  
FOR THE 100% POVERTY GROUP

V8C            TRANSPORTATION  
BY POV100

		POV100				
		COUNT	I			POPULATION
COL	PCT	I ABOVE	WITHIN			TOTAL
		I 100% POV	100% POV			
		I	0I	1.I		
V8C		---	I-----	I-----	I-----	
	1.	I	43	I	16	I 59
SEVERE	PRO	I	2.4	I	9.7	I 3.0
		-I-----	I-----	I-----	I-----	
	2.	I	284	I	37	I 321
PROBLEM		I	15.6	I	21.9	I 16.2
		-I-----	I-----	I-----	I-----	
	3.	I	1487	I	116	I 1602
NOT A	PROB	I	82.0	I	68.4	I 80.8
		-I-----	I-----	I-----	I-----	
	COLUMN		1814		169	1983
	TOTAL		91.5		8.5	100.0

PEARSON'S R = -.12086, SIG. = .0000

MISSING OBSERVATIONS - 125

TABLE 65 "HOW SATISFIED WITH PUBLIC TRANSPORTATION"  
BROKEN DOWN BETWEEN 200% POVERTY AND ENTIRE POPULATION

V31Q PUBLIC TRANSPORTATION  
BY POV200

COUNT	COL	PCT	POV200		POPULATION	TOTAL
			I ABOVE I 200% POV	WITHIN 0 I 200% POV		
			I	0 I	1. I	
V31Q			---I-----I-----I			
		1. I	427	I 171	I	599
VERY SATIS	I	36.5	I	41.0	I	37.7
			-I-----I-----I			
		2. I	367	I 104	I	471
SOMEWHAT S	I	31.3	I	24.9	I	29.6
			-I-----I-----I			
		3. I	173	I 52	I	225
SOMEWHAT D	I	14.7	I	12.6	I	14.2
			-I-----I-----I			
		4. I	206	I 90	I	296
VERY DISSA	I	17.5	I	21.6	I	18.6
			-I-----I-----I			
COLUMN			1172	417		1590
TOTAL			73.7	26.3		100.0

PEARSON'S R = .00526, SIG. = .4171

MISSING OBSERVATIONS - 518

TABLE 66 "HOW SATISFIED WITH PUBLIC TRANSPORTATION"  
BROKEN DOWN BETWEEN 100% POVERTY AND 200% POVERTY

V31Q PUBLIC TRANSPORTATION  
BY POV100

COUNT	POV100		POPULATION
	I	I	
COL PCT	IA80VE	WITHIN	TOTAL
	I100% POV	100% POV	
	I	0I	1.I
V31Q	---I-----I-----I		
1. I	527	I 71	I 599
VERY SATIS	I 36.5	I 49.1	I 37.7
	-I-----I-----I		
2. I	440	I 31	I 471
SOMEWHAT S	I 30.5	I 21.0	I 29.6
	-I-----I-----I		
3. I	210	I 16	I 225
SOMEWHAT D	I 14.5	I 10.7	I 14.2
	-I-----I-----I		
4. I	268	I 28	I 296
VERY DISSA	I 18.5	I 19.2	I 18.6
	-I-----I-----I		
COLUMN	1445	145	1590
TOTAL	90.9	9.1	100.0

PEARSON'S R = -.03893, SIG. = .0604

MISSING OBSERVATIONS - 518



TABLE 67 "SATISFACTION WITH PARKING IN YOUR TOWN"  
FOR AMHERST, NORTHAMPTON, WARE AND TOTAL COUNTY

TOWN	VERY SAT	SOMEWHAT SAT.	SOMEWHAT SAT	SOMEWHAT VERY SAT
AMHERST	29.2	42.1	20.7	8.3
NORTHAMPTON	13.4	33.5	31.3	21.9
WARE	25.7	33.0	25.7	15.6
TOTAL COUNTY	36.6	34.1	18.6	10.8

TOTAL N = 1793

TABLE 68 "DOES YOUR FAMILY HAVE A CAR"

V99 DOES FAMILY HAVE CAR  
BY 100% OF POVERTY

COUNT	COL	PCT	100% OF POVERTY			POPULATION TOTAL
			I ABOVE I 100% POV	WITHIN I 100% POV	I	
			I	0I	1.I	
V99			---I-----I-----I			
		1.	I 265	I 81	I	347
YES			I 87.6	I 55.2	I	77.0
			-I-----I-----I			
		2.	I 38	I 66	I	104
NO			I 12.4	I 44.8	I	23.0
			-I-----I-----I			
		COLUMN	303	148		450
		TOTAL	67.2	32.8		100.0

PEARSON'S R = .36142, SIG. = .0000

MISSING OBSERVATIONS - 29

TABLE 69 "HOW MUCH IS IT A PROBLEM PAYING TO GET CAR  
REPAIRED"

V101 HOW MUCH PROBLEM CAR REPAIR  
BY 100% OF POVERTY

		100% OF POVERTY			
COUNT		I			
COL	PCT	I ABOVE	WITHIN	POPULATION	
		I 100% POV	I 100% POV		TOTAL
		I	0 I	1. I	
V101		---	I-----	I-----	I
	1. I	54	I	26	I
SERIOUS	PROB	20.0	I	31.4	I
			I		22.7
		---	I-----	I-----	I
	2. I	50	I	9	I
PROBLEM	PROB	18.6	I	11.3	I
			I		16.9
		---	I-----	I-----	I
	3. I	56	I	16	I
SLIGHT	PROB	20.7	I	19.2	I
			I		20.3
		---	I-----	I-----	I
	4. I	110	I	31	I
NOT A PROBL	PROB	40.7	I	38.1	I
			I		40.1
		---	I-----	I-----	I
	COLUMN	269		81	351
	TOTAL	76.8		23.2	100.0

PEARSON'S R = -.06391, SIG. = .1163

MISSING OBSERVATIONS - 128

TABLE 20 "WHAT CONDITION IS YOUR CAR IN" (V100)

V100      CONDITION OF CAR  
BY 100% OF POVERTY

		100% OF POVERTY				
COUNT	I					
COL PCT	I	ABOVE	WITHIN			POPULATION
	I	100% POV	100% POV			TOTAL
	I	0I	1. I			
V100	---	I-----	I-----	I-----		
	1. I	101	I	32	I	133
VERY GOOD	I	37.9	I	39.5	I	38.3
		-I-----	I-----	I-----		
	2. I	108	I	28	I	137
SOMEWHAT GOI	I	40.6	I	34.5	I	39.2
		-I-----	I-----	I-----		
	3. I	42	I	10	I	52
SOMEWHAT POI	I	15.8	I	11.9	I	14.8
		-I-----	I-----	I-----		
	4. I	11	I	8	I	19
VERY POOR	I	4.1	I	9.4	I	5.3
		-I-----	I-----	I-----		
	5. I	4	I	4	I	8
NOT WORKINGI	I	1.6	I	4.8	I	2.3
		-I-----	I-----	I-----		
COLUMN		267		81		348
TOTAL		76.6		23.4		100.0

PEARSON'S R = .06401, SIG. = .1167

MISSING OBSERVATIONS - 131

TABLE 71--METHOD OF TRANSPORTATIONS

METHOD	REG.	OFT.	SELD	NEV
YOUR OWN CAR	66.7	5.7	2.5	25.1
WALKING	28.3	17.9	19.8	34.0
RIDE FROM FRIEND	13.3	21.3	32.3	33.0
BUS WITHIN AREA	15.7	7.7	10.8	65.8
BICYCLE	9.6	9.9	10.1	70.3
BORROWED CAR	2.9	5.2	16.2	75.8
CAR POOL	2.7	6.5	8.9	81.9
TAXI CAB	.8	1.9	12.8	81.4
HITCHIKING	.9	3.9	5.7	89.5
MOPED OR MOTORCYCLE	1.4	1.4	1.7	95.5



TABLE 72 METHOD OF TRANSPORTATION FOR 100% POVERTY

METHOD	REG.	OFT.	SELD	NEV
YOUR OWN CAR	40.0	7.4	3.0	49.7
WALKING	42.3	14.7	12.4	30.7
RIDE FROM FRIEND	17.1	34.1	25.6	23.1
BUS WITHIN AREA	27.5	12.4	7.6	52.5
BICYCLE	13.9	10.2	7.6	68.3
BORROWED CAR	5.2	6.8	11.0	76.9
CAR POOL	1.3	8.6	9.1	81.0
TAXI CAB	5.7	2.4	10.1	81.8
HITCHHIKING	2.9	10.1	9.7	77.3
MOPED OR MOTORCYCLE	.6	3.3	3.9	92.2

TABLE 73 WHICH, IF ANY OF THE FOLLOWING ARE NEEDS  
OR SEVERE NEEDS

	<u>200% POVERTY</u>			<u>100% POVERTY</u>		
	SEVERE NEED	NEED	NOT NEED	SEVERE NEED	NEED	NOT NEED
BUS CLOSE TO HOME	14.4	18.6	67.0	16.7	18.0	65.3
BUS THAT STOPS IN MY COMMUNITY	11.5	17.5	71.1	12.9	19.2	67.9
BETTER BUS SCHEDULE	10.2	19.1	70.7	9.0	21.1	69.9
BICYCLE PATHS	10.0	16.7	73.3	10.1	14.7	75.2
HELP REPAIRING MY CAR	8.4	17.2	74.4	5.9	13.0	81.1
BUS TO WORK	7.9	14.8	77.2	11.7	15.2	73.2
BUS TO HEALTH CARE FACILITY	6.0	16.2	77.8	4.8	21.5	73.6
TRANSPORTATION TO CHILDREN'S RECREATION	4.5	18.4	77.1	8.1	16.6	75.4
BUS UP KING STREET NORTHAMPTON	3.7	13.8	82.5	2.4	15.1	82.4
CAB FARE SUBSIDY	3.0	7.6	89.4	3.1	8.7	88.2
BUS ALLOWING ME TO LUG THINGS	2.4	6.2	91.4	5.3	6.9	87.8
DRIVER EDUCATION PROGRAM	1.9	7.2	90.9	2.0	8.8	89.2

TABLE 74 IS OBTAINING AN ADEQUATE DIET A PROBLEM

	TOTAL POP.			100% OF POVERTY		
	GEN. TOWN	HILL HILL	NOT RI POP	GEN. TOWN	HILL HILL	NOT
SEVERE PROBLEM	.3	.5	.3	1.9	0.0	2.0
PROBLEM	3.1	2.9	3.2	10.9	7.9	11.2
NOT A PROBLEM	96.6	96.7	96.6	87.2	92.1	92.0

TABLE 75 HAD TO CHANGE EATING HABITS DUE TO RISING COST OF  
FOOD

	200% POVERTY			100% OF POVERTY		
	GEN. TOWN	HILL HILL	NOT RI POP	GEN. TOWN	HILL HILL	NOT
A LOT	19.3	18.4	19.4	18.9	16.0	19.2
SOMEWHAT	30.0	22.8	30.9	34.2	22.4	35.3
A LITTLE	22.3	17.6	22.9	26.0	13.1	27.3
NO	28.4	41.2	26.8	21.0	48.5	18.2

TABLE 76 WHERE PEOPLE GO TO PROCURE THEIR FOOD

(in order of frequency)

PLACE	REG	OFT	SEL	NEV	PEARSON R
SUPERMARKET	82.4	8.6	5.9	3.2	.12
SMALL STORE	26.7	26.4	27.8	19.2	
GROW IT MYSELF	29.4	10.5	5.8	54.3	
RESTAURANTS	3.3	14.5	49.4	32.8	
DIRECTLY FROM FARM	8.2	12.3	20.0	59.5	
DISCOUNT FOOD STORE	7.8	11.7	16.9	63.5	.12
FOOD COOP	4.9	5.4	6.7	83.0	
FARMER'S MARKET	8.9	8.2	15.0	67.9	.10
SCHOOL CAFETERIA	25.3	2.3	1.5	70.8	.28
FISHING	2.1	7.1	11.2	79.5	.09
HUNTING	1.4	2.9	5.5	9.8	
OTHER	1.4	1.6	.9	96.6	
ELDERLY MEALS PROGRAM		2.9	.2	2.3	94.7

BOTH SCHOOL CAFETERIA AND ELDERLY MEALS ARE EVALUATED FOR ENTIRE POPULATION. IF THEY HAD BEEN LOOKED AT ONLY FOR THE APPROPRIATE GROUPS, A HIGHER RATING WOULD HAVE BEEN SECURED.



TABLE 22 DID ANYONE IN HOUSEHOLD MAINTAIN A GARDEN LAST  
SUMMER

	200% POVERTY			100% OF POVERTY		
	GEN. POP.	HILL TOWN	NOT HILL	GEN. TOWN	HILL <u>TOWN</u>	NOT HILL
YES	43.1	68.0	39.9	32.9	55.9	30.5
NO	56.9	32.0	60.1	67.1	44.1	69.5

TABLE 78 DID YOU PUT UP FOR FOOD THIS WINTER?

	200% POVERTY			100% OF POVERTY		
	GEN. <u>TOWN</u>	HILL TOWN	NOT HILL	GEN. <u>TOWN</u>	HILL TOWN	NOT HILL
YES	39.2	65.1	36.0	30.2	63.3	27.0
NO	60.8	34.9	64.0	69.8	36.7	73.0

TABLE 79 DOES HOUSEHOLD RECEIVE FOOD STAMPS

	200% POVERTY			100% OF POVERTY		
	GEN. <u>TOWN</u>	HILL TOWN	NOT HILL	GEN. <u>TOWN</u>	HILL TOWN	NOT HILL
YES	15.7	11.1	16.3	31.2	27.4	31.6
NO	84.3	88.9	83.7	68.8	72.6	68.4

TABLE 80 FOOD RELATED NEEDS

	SEVERE NEED	NEED	NOT A NEED	SEVERE NEED	NEED	NOT A NEED
FREE FOOD CENTER	14.1	19.6	66.3	21.9	15.4	62.7
MORE LOCAL PRODUCE	12.0	24.2	63.8	11.2	28.3	60.5
COMMUNITY GARDENS	9.6	17.1	83.3	7.9	30.1	62.1
NUTRITION EDUCATION	9.5	17.0	73.5	8.5	19.6	72.0
GARDENING INSTRUCT.	6.7	19.5	73.7	4.5	26.8	68.8
CANNING CENTER	6.5	11.4	82.1	4.1	11.0	84.9
HELP SELLING HOME GROWN FOOD	4.7	12.9	82.3	3.9	12.0	84.1
FROZEN FOOD LOCKERS TO RENT	5.3	10.9	83.7	3.7	7.8	88.5
BAKING CENTER	3.7	8.0	88.2	5.7	11.4	82.8

TABLE B1 IS WAGE EARNER STATUS OF HOUSEHOLD MEMBERS  
FOR 200% POVERTY POPULATION

CATEGORY LABEL	CODE	COUNT	PCT OF RESPONSES	PCT OF CASES
PRINCIPLE EARNER	1	2069	31.6	98.2
SECONDARY EARNER	2	1000	15.3	47.5
NOT AN EARNER	3	3480	53.1	165.2
		-----	-----	-----
	TOTAL RESPONSES	6549	100.0	310.9
1 MISSING CASES	2106 VALID CASES			



TABLE 82 WAGE EARNER STATUS OF HOUSEHOLD MEMBERS  
FOR 100% OF POVERTY POPULATION

CATEGORY LABEL	CODE	COUNT	PCT OF RESPONSES	PCT OF CASES
PRINCIPLE EARNER	1	410	25.1	78.4
SECONDARY EARNER	2	165	10.1	31.6
NOT AN EARNER	3	1056	64.7	202.1
	TOTAL RESPONSES	1631	100.0	312.1
0 MISSING CASES	523 VALID CASES			

TABLE 83 OCCUPATIONAL BREAKDOWN FOR 200% OF POVERTY

CATEGORY LABEL	CODE	COUNT	PCT OF RESPONSES	PCT OF CASES
PRESCHOL	1	322	4.9	15.3
SCHOOL	2	1477	22.7	70.1
COLLEGE	3	314	4.8	14.9
TECH SCHOOL	4	38	.6	1.8
EMPLOYED	5	2835	43.5	134.5
HOME MAKER	6	598	9.2	28.4
UNEMPLOYEED,SEEKING WORK	7	107	1.6	5.1
UNEMPLOYED--NOT SEEKING WORK	8	69	1.1	3.3
RETIRED	9	758	11.6	36.0
		-----	-----	-----
	TOTAL RESPONSES	6518	100.0	309.3
0 MISSING CASES	2107 VALID CASES			

TABLE 34 OCCUPATIONAL BREAKDOWN FOR 100% OF POVERTY

CATEGORY LABEL	CODE	COUNT	PCT OF RESPONSES	PCT OF CASES
PRESCHOL	1	94	5.8	17.9
SCHOOL	2	372	23.0	71.2
COLLEGE	3	155	9.6	29.7
TECH SCHOOL	4	13	.8	2.5
EMPLOYED	5	454	28.1	86.9
HOME MAKER	6	166	10.3	31.8
UNEMPLOYEED,SEEKING WORK	7	43	2.7	8.2
UNEMPLOYED--NCT SEEKING WORK	8	34	2.1	6.5
RETIRED	9	285	17.6	54.5
		-----	-----	-----
	TOTAL RESPONSES	1616	100.0	309.2
0 MISSING CASES	523 VALID CASES			

TABLE 85 MAIN ACTIVITIES FOR 200% OF POVERTY POPULATION

T

V119 MAIN ACTIVITY OF RESPONDENT

CATEGORY LABEL	CODE	ABSOLUTE FREQ	RELATIVE FREQ (PCT)	ADJUSTED FREQ (PCT)	CUM FREQ (PCT)
WORKING FULL TIME	1.	91	19.0	19.1	19.1
WORKING PART TIME	2.	56	11.7	11.7	30.8
HAVE JOB BUT NOT WORKING	3.	5	1.0	1.0	31.8
UNEMPLOYED, SEEKING	4.	19	3.9	3.9	35.6
UNEMPLOYED, NOT SEEKING	5.	17	3.5	3.5	39.1
RETIRED	6.	154	32.2	32.3	71.4
IN SCHOOL FULL TIME	7.	46	9.6	9.6	81.0
KEEPING HOUSE	8.	87	18.1	18.2	99.2
OTHER	9.	4	.8	.8	100.0
MISSING DATA	BLANK	2	.4	MISSING	
	TOTAL	479	100.0	100.0	
MEAN	4.919	MEDIAN	5.836	STD DEV	2.581

VALID CASES 477 MISSING CASES 2 !

TABLE 86 ARE YOU SELF-EMPLOYED OR WORKING FOR SOMEONE ELSE

V120A WORKING FOR ANOTHER OR SELF  
BY

COUNT		I		I		ROW TOTAL
COL	PCT	I	ABOVE 10 10% POV	I	WITHIN 1 00% POV	
		I		0I		1.I
V120A	---	I	---	I	---	I
	1. I		91 I		26 I	117
WORKING FORI		80.7	I	79.8	I	80.5
		-I	---	-I	---	-I
	2. I		21 I		7 I	28
SELF EMPLOYI		18.8	I	20.2	I	19.1
		-I	---	-I	---	-I
		-I	---	-I	---	-I
COLUMN			113		32	145
TOTAL			77.7		22.3	100.0

PEARSON'S R = -.00913, SIG. = .4566

MISSING OBSERVATIONS - 334



TABLE 87 HOW MANY HOURS DO YOU WORK PER WEEK

V120D      HOW MANY HOURS PER WEEK DO YOU WORK  
BY

COUNT		I		I		I		ROW
COL	PCT	I	ABOVE 10	I	WITHIN 1	I	10% POV	
		I		I		I		TOTAL
		I		I		I		
V120D		---	I	---	I	---	I	
	1. I		9	I	4	I		13
1 TO 10	HOU		8.7	I	12.0	I		9.4
		---	I	---	I	---	I	
	2. I		33	I	18	I		51
11 TO 34	HO		31.1	I	56.5	I		36.9
		---	I	---	I	---	I	
	3. I		64	I	10	I		74
35 OR MORE	I		60.2	I	31.5	I		53.6
		---	I	---	I	---	I	
COLUMN		107		32		139		
TOTAL		77.0		23.0		100.0		

PEARSON'S R = -.20391, SIG. = .0081

MISSING OBSERVATIONS - 340

## TABLE 88 ARE YOU SEEKING FULL TIME WORK

V120E ARE YOU SEEKING FULL TIME WORK

	COUNT		I		ROW
	COL	PCT	I ABOVE 10 10% POV	I WITHIN 1 00% POV	
			I	0I	1.I
V120E			---I-----I-----I		
	1.	I	8	I 13	I 21
YES		I	21.2	I 62.7	I 36.3
			-I-----I-----I		
	2.	I	30	I 8	I 38
NO		I	78.8	I 37.3	I 63.7
			-I-----I-----I		
	COLUMN		38	22	59
	TOTAL		63.6	36.4	100.0

PEARSON'S R =  $-.41591$ , SIG. =  $.0005$ 

MISSING OBSERVATIONS - 420

TABLE 89 HOW SATISFIED ARE YOU WITH YOUR CURRENT JOB

V123      HOW SATISFIED WITH CURRENT JOB  
BY

COUNT		I		O		I		1		I		ROW	
COL	PCT	I ABOVE 10		WITHIN 1		10% POV		00% POV		TOTAL			
		I		O		I		1		I			
V123		---I-----I-----I											
	1. I	60		I		14		I		74			
VERY SATISFI		54.4		I		45.3		I		52.4			
		-I-----I-----I											
	2. I	34		I		9		I		42			
SOMEWHAT SAI		30.7		I		26.9		I		29.8			
		-I-----I-----I											
	3. I	10		I		6		I		17			
SOMEWHAT DII		9.3		I		20.0		I		11.7			
		-I-----I-----I											
	4. I	6		I		2		I		9			
VERY DISSATI		5.6		I		7.8		I		6.1			
		-I-----I-----I											
COLUMN		110				32				142			
TOTAL		77.6				22.4				100.0			

PEARSON'S R = .11268, SIG. = .0909

MISSING OBSERVATIONS - 337

TABLE 90 ARE YOU CURRENTLY LOOKING FOR ANOTHER JOB OR  
THINKING ABOUT CHANGING JOBS IN THE NEAR FUTURE

V121 . ARE YOU LOOKING FOR OTHER JOB  
BY

COUNT	I					
COL	PCT	IABOVE 10	WITHIN 1			ROW
		I0% POV	00% POV			TOTAL
		I	0I		1.I	
V121		---	I-----	I-----	I-----	
	1. I	80	I	13	I	94
NO	I	74.8	I	42.5	I	67.4
		---	I-----	I-----	I-----	
	2. I	15	I	5	I	20
THINKING	ABI	13.7	I	16.7	I	14.4
		---	I-----	I-----	I-----	
	3. I	12	I	13	I	25
ACTIVELY	LOI	11.4	I	40.8	I	18.1
		---	I-----	I-----	I-----	
	COLUMN	107		32		139
	TOTAL	77.2		22.8		100.0

PEARSON'S R = .33083, SIG. = .0000

MISSING OBSERVATIONS - 340

TABLE 91 WHY ARE YOU LOOKING FOR ANOTHER JOB

V122 WHY ARE YOU LOOKING  
BY

COUNT		I		I		ROW TOTAL
COL	PCT	I	ABOVE 10	WITHIN 1	I	
		10% POV		00% POV		
		I	0I	1.I		
V122	---	I-----	I-----	I-----	I-----	
	1. I	26	I	15	I	41
WANT TO IMPI	96.1	I	96.1	I	I	96.1
	-I-----	I-----	I-----	I-----	I-----	
	2. I	1	I	1	I	2
JOB IS ENDII	3.9	I	3.9	I	I	3.9
	-I-----	I-----	I-----	I-----	I-----	
COLUMN		27		16		43
TOTAL		63.7		36.3		100.0

PEARSON'S R = .00088, SIG. = .4978

MISSING OBSERVATIONS - 436



TABLE 92 WHAT KIND OF WORK ARE YOU LOOKING FOR

V1248 WHAT KIND OF WORK SEEKING

CATEGORY LABEL	CODE	ABSOLUTE FREQ	RELATIVE FREQ (PCT)	ADJUSTED FREQ (PCT)	CUM FREQ (PCT)
CARPENTER	5.	1	.1	3.8	3.8
SALES CLERK	7.	1	.1	3.9	7.7
OFFICE MANAGER	13.	0	.1	2.0	9.7
LABORER	24.	2	.4	12.5	22.2
ARBORIST	27.	1	.3	7.6	29.8
HOUSE CLEANER	29.	2	.3	9.1	38.9
FOOD SERVICE	42.	0	.0	1.0	39.9
COMPUTER MANAGER	43.	1	.1	3.9	43.8
SERVING	46.	2	.3	9.1	52.8
GRAPHIC DESIGNER	58.	3	.6	17.6	70.5
CLERICAL	69.	1	.1	3.8	74.3
ANYTHING	72.	4	.8	21.3	95.5
COMMUNITY ORGANIZER	73.	1	.1	3.6	99.1
MILITARY WORKER	75.	0	.0	.9	100.0
MISSING DATA	BLANK	462	96.5	MISSING	
	TOTAL	479	100.0	100.0	
MEAN	46.109	MEDIAN	46.186	STD DEV	22.645
VALID CASES	17	MISSING CASES	462		

TABLE 93 WHAT INDUSTRY ARE YOU SEEKING WORK IN

V124C WHAT INDUSTRY ARE YOU SEEKING WORK IN

CATEGORY LABEL	CODE	ABSCLUTE FREQ	RELATIVE FREQ (PCT)	ADJUSTED FREQ (PCT)	CUM FREQ (PCT)
SELF EMPLOYED	4.	1	.1	5.9	5.9
CLOTHESE FACTORY	5.	2	.3	14.1	20.0
RESTAURANT	10.	0	.0	1.5	21.5
TREE AND LANDSCAPPIN	28.	1	.1	5.9	27.4
COLLEGE	30.	1	.1	6.1	33.5
FACTORY	44.	3	.6	27.2	60.6
ACCOUNTING BUS	47.	1	.1	6.1	66.7
CONSTRUCTION CO	48.	1	.1	5.9	72.6
ADVERTISING	60.	3	.6	27.4	100.0
MISSING DATA	BLANK	468	97.7	MISSING	
	TOTAL	479	100.0	100.0	
MEAN	38.643	MEDIAN	44.109	STD DEV	20.880
VALID CASES	11	MISSING CASES	468		

TABLE 94 EMPLOYMENT PROBLEMS BY WHETHER RESPONDENT IS  
WORKING OR NOT WORKING

EMPLOYMENT PROBLEMS BY NOT WORKING & WORKING

JOB	PERCENT N CASES	NOT WORKING		WORKING		TOTAL
		I	0	I	1	
SUMMARY	-----	I	-----	I	-----	I
V126A		I	27.8	I	24.4	I 26.2
LACK OF TRANSPOR		I( 137)		I( 112)		I( 249)
		-I	-----	-I	-----	-I
V126B		I	27.6	I	36.1	I 31.4
LACK OF EDUCATIO		I( 139)		I( 114)		I( 252)
		-I	-----	-I	-----	-I
V126C		I	21.6	I	33.6	I 27.0
LACK OF SKILLS		I( 139)		I( 112)		I( 251)
		-I	-----	-I	-----	-I
V126D		I	29.8	I	15.6	I 23.4
POOR HEALTH OR D		I( 139)		I( 112)		I( 251)
		-I	-----	-I	-----	-I
V126E		I	7.9	I	12.9	I 10.1
SEX DISCRIMINATI		I( 139)		I( 112)		I( 251)
		-I	-----	-I	-----	-I
V126F		I	1.7	I	3.9	I 2.7
RACE OR ETHNIC D		I( 139)		I( 112)		I( 251)
		-I	-----	-I	-----	-I
V126G		I	1.5	I	5.7	I 3.4
RELIGIOUS DISCRI		I( 139)		I( 112)		I( 251)
		-I	-----	-I	-----	-I
V126H		I	2.4	I	3.2	I 2.7
AGE--TOO YOUNG		I( 139)		I( 112)		I( 251)
		-I	-----	-I	-----	-I
V126I		I	20.9	I	11.1	I 16.5
AGE--TOO OLD		I( 140)		I( 112)		I( 252)
		-I	-----	-I	-----	-I
V126J		I	9.8	I	8.3	I 9.2
DISCRIMINATION--		I( 139)		I( 112)		I( 251)
		-I	-----	-I	-----	-I

V126K	I	6.0	I	2.4	I	4.4
DISCRIMINATION--	I(	139)	I(	112)	I(	251)
	-I-----		-I-----		-I-----	
V126L	I	20.3	I	21.1	I	20.6
LACK OF CHILD CA	I(	139)	I(	112)	I(	251)
	-I-----		-I-----		-I-----	

V126M	I	9.0	I	14.4	I	11.4
TOO MANY PEOPLE	I(	140)	I(	112)	I(	252)
	-I-----I-----I					
V126N	I	33.2	I	17.7	I	26.3
NO JOB TO FIT SC	I(	139)	I(	112)	I(	251)
	-I-----I-----I					
V126O	I	2.0	I	6.7	I	4.1
DIFFICULTY COMMU	I(	139)	I(	112)	I(	251)
	-I-----I-----I					
V126P	I	13.3	I	16.0	I	14.5
LACK OF ASSISTAN	I(	139)	I(	112)	I(	251)
	-I-----I-----I					
V126Q	I	1.5	I	1.9	I	1.7
MIGRANT WORKER B	I(	139)	I(	112)	I(	251)
	-I-----I-----I					
V126R	I	4.7	I	2.8	I	3.9
CARING FOR FAMIL	I(	139)	I(	112)	I(	251)
	-I-----I-----I					
V126S	I	3.6	I	5.5	I	4.5
MY APPEARANCE	I(	139)	I(	112)	I(	251)
	-I-----I-----I					
V126T	I	8.8	I	3.8	I	6.6
PREFER NOT TO WO	I(	139)	I(	112)	I(	251)
	-I-----I-----I					
V126U	I	1.5	I	1.9	I	1.7
COLLECTING UNEMP	I(	139)	I(	112)	I(	251)
	-I-----I-----I					
V126V	I	7.9	I	4.9	I	6.6
ON ASSISTANCE	I(	139)	I(	112)	I(	251)
	-I-----I-----I					
V126W	I	.7	I	12.3	I	5.8
DON'T WANT CHANG	I(	139)	I(	112)	I(	251)
	-I-----I-----I					
V126X	I	7.4	I	12.3	I	9.6
OTHER	I(	139)	I(	112)	I(	251)
	-I-----I-----I					

TOTAL NUMBER OF CASES PROCESSED      479



TABLE 92 EMPLOYMENT NEEDS FOR EMPLOYED AND UNEMPLOYED  
PERSONS

## ITEM

	SEVERE NEED	NEED	NOT A NEED	PEARSON R
B JOB TRAINING	11.0	10.5	8.5	.10
A CAREER COUNSELING	9.8		81.3	.13
C JOBS FOR YOUTH	6.6	5.9	87.5	.17
D JOB TRAINING--YOUTH	6.2	4.9	88.9	.19
E PLACEMENT--DISABLED	4.2	5.6	90.1	
F UNEMPLOYMENT COMP.	3.0	4.3	92.7	.08

TABLE 96 HAVE YOU EVER NEEDED TO USE A SOCIAL SERVICE  
BUT HAD TROUBLE KNOWING WHERE TO GO FOR HELP

V128 NEEDED SOCIAL SERVICE -CAN'T FIND  
BY POV100

		POV100					
COUNT	I						
COL	PCT	IABOVE 10	WITHIN 1	POPULATION			
		I0% POV	00% POV	TOTAL			
		I	0I	1.I			
V128	---	I-----	I-----	I-----			
	1. I	7	I	3	I	10	
FREQUENTLY	I	2.4	I	2.2	I	2.3	FREQUENTLY
		-I-----	I-----	I-----			
	2. I	30	I	16	I	47	
SOMETIMES	I	10.7	I	11.1	I	10.9	SOMETIMES
		-I-----	I-----	I-----			
	3. I	33	I	15	I	47	
RARELY	I	11.5	I	10.1	I	11.0	RARELY
		-I-----	I-----	I-----			
	4. I	214	I	113	I	326	
NEVER	I	75.3	I	76.6	I	75.8	NEVER
		-I-----	I-----	I-----			
COLUMN		283		147		431	
TOTAL		65.8		34.2		100.0	

PEARSON'S R = .00895, SIG. = .4265

MISSING OBSERVATIONS - 48

TABLE 9Z DO YOU KNOW IF THERE IS A PLACE YOU CAN VISIT OR  
CALL  
THAT WILL REFER YOU TO A SERVICE THAT YOU MIGHT NEED.

V129 KNOW A PLACE TO GO FOR REFERRAL?

BY POV100

		POV100			POPULATION TOTAL	
COUNT	I	ABOVE 10	WITHIN 1			
COL PCT	I	10% POV	00% POV			
	I	0I	1.I			
V129	---	I-----	I-----	I-----		
1. I	88	I	53	I	141	
THERE IS	I	30.8	I	36.9	I	32.8
	---	I-----	I-----	I-----		
2. I	5	I	3	I	7	
THERE IS NOT	I	1.6	I	2.0	I	1.7
	---	I-----	I-----	I-----		
3. I	192	I	88	I	280	
DON'T KNOW	I	67.6	I	61.2	I	65.4
	---	I-----	I-----	I-----		
COLUMN	285		144		428	
TOTAL	66.5		33.5		100.0	

PEARSON'S R = -.06297, SIG. = .0967

MISSING OBSERVATIONS - 51

TABLE 98 ~~WHAT~~ IS THE NAME OF THE PLACE that does  
referring?

Direct Information Service (24 listings)  
Council on Aging (17 listings)  
Welfare Department (14 listings)  
Town Offices (9 listings)  
Valley Human Services [Ware] (4 listings)  
Hampshire Community Action Commission (3 listings)  
Belchertown Senior Services (3 listings)  
Marylane Hospital (1 listing)  
Friend (1 listing)

TABLE 99 HOW SAFE IS THIS NEIGHBORHOOD AFTER DARK

V132 HOW SAFE NEIGHBORHOOD AFTER DARK  
BY POV100

		POV100				
		COUNT	I			
COL	PCT	I ABOVE 10	WITHIN 1	POPULATION		
		10% POV	00% POV	TOTAL		
		I	0I	1.I		
V132	---	I-----	I-----	I-----		
	1. I	148	I 58	I 207		
VERY SAFE	I 49.2	I 39.2	I 45.9	VERY SAFE		
	-I-----	I-----	I-----	I-----		
	2. I	120	I 64	I 184		
SOMEWHAT SAI	I 39.8	I 43.0	I 40.9	SOMEWHAT SAFE		
	-I-----	I-----	I-----	I-----		
	3. I	29	I 24	I 54		
SOMEWHAT UNI	I 9.7	I 16.4	I 11.9	SOMEWHAT UNSAFE		
	-I-----	I-----	I-----	I-----		
	4. I	4	I 2	I 6		
VERY UNSAFE	I 1.2	I 1.4	I 1.3	VERY UNSAFE		
	-I-----	I-----	I-----	I-----		
COLUMN		301	149	450		
TOTAL		67.0	33.0	100.0		

PEARSON'S R = .11024, SIG. = .0097

MISSING OBSERVATIONS - 29



TABLE 100 DURING THE PAST 12 MONTHS. HAVE ANY CRIMES  
BEEN COMMITTED AGAINST ANY PERSONS OR PROPERTY OF THIS  
HOUSEHOLD

V133 ANY CRIMES AGAINST YOU LAST 12 MONTHS  
BY POV100

		POV100				
		I				
COUNT	COL PCT	I ABOVE 10	WITHIN 1	POPULATION		
		10% POV	00% POV	TOTAL		
		I	0I	1.I		
V133	---	I-----	I-----	I-----		
1.	I	48	I 33	I 81		
YES	I	15.6	I 21.7	I 17.6	YES	
	-I-----	I-----	I-----	I-----		
2.	I	259	I 120	I 379		
NO	I	84.4	I 78.3	I 82.4	NO	
	-I-----	I-----	I-----	I-----		
COLUMN		307	154	460		
TOTAL		66.6	33.4	100.0		

PEARSON'S R = -.07457, SIG. = .0550

MISSING OBSERVATIONS - 18

TABLE 101 DID YOU REPORT THE CRIME TO THE POLICE (loc  
victimized households only)

VX133 REPORT IT TO POLICE?  
BY POV100

		POV100			POPULATION TOTAL	
COUNT	I					
COL PCT	I	ABOVE 10 10% POV	WITHIN 1 00% POV			
	I	0I	1.I			
VX133	---	I-----	I-----	I-----		
1.	I	29	I	25	I	53
YES	I	61.0	I	91.4	I	72.1
	---	I-----	I-----	I-----		
2.	I	18	I	2	I	21
NO	I	39.0	I	8.6	I	27.9
	---	I-----	I-----	I-----		
COLUMN		47	27		74	
TOTAL		63.6	36.4		100.0	

PEARSON'S R = -.32497, SIG. = .0023

MISSING OBSERVATIONS - 405

TABLE 102 HOW SATISFIED WERE YOU WITH THE WAY THE POLICE  
HANDLED

YOUR SITUATION (crime victims only)

V134 HOW SATISFIED WITH POLICE HANDLING  
BY POV100

		POV100				
COUNT	I					
COL PCT	I	ABOVE 10	WITHIN 1	POPULATION		
		10% POV	00% POV	TOTAL		
	I	0I	1.I			
V134	---	I-----	I-----	I-----	I-----	
	1. I	13 I	6 I	19		
VERY SATISFI	42.4 I	19.4 I	30.6		VERY SATISFIED	
	-I-----	I-----	I-----	I-----		
	2. I	9 I	11 I	20		
SOMEWHAT SAI	31.2 I	33.1 I	32.2		SOMEWHAT SATISFIED	
	-I-----	I-----	I-----	I-----		
	3. I	2 I	3 I	5		
SOMEWHAT	I 6.2 I	10.4 I	8.4		SOMEWHAT DISSATISFIED	
	-I-----	I-----	I-----	I-----		
	4. I	6 I	12 I	18		
	I 20.2 I	37.1 I	28.9		VERY DISSATISFIED	
	-I-----	I-----	I-----	I-----		
COLUMN		30	32	63		
TOTAL		48.5	51.5	100.0		

PEARSON'S R = .25686, SIG. = .0213

MISSING OBSERVATIONS - 416

TABLE 103 SATISFACTION WITH POLICE  
DEPARTMENT

SATISFACTION	TOTAL POP.	200% POV.	100% POV.
VERY SATISFIED	52.3	53.0	47.3
SOMEWHAT SATISFIED	36.5	35.6	38.0
SOMEWHAT DISSAT.	7.8	7.8	10.8
VERY DISSAT.	3.3	3.6	3.9

TABLE 104 WHERE DID HOUSEHOLD MEMBER GO FOR LEGAL HELP

V136 WHERE GO FOR LEGAL HELP  
BY 100% OF POVERTY

		100% OF POVERTY				POPULATION TOTAL	
COJNT	I	ABOVE	WITHIN				
COL PCT	I	100% POV	100% POV				
	I	0I	1.I				
V136	---	I-----	I-----	I			
1. I	45	I	21	I	66		
PRIVATE ATTI	78.5	I	55.1	I	69.1		PRIVATE ATTORNEY
	---	I-----	I-----	I			
2. I	6	I	8	I	14		
WESTERN MASI	10.6	I	21.8	I	15.1		WESTERN MASS LEGAL SERVICES
	---	I-----	I-----	I			
3. I	0	I	1	I	1		
QUABOG LEGAI	0	I	1.7	I	.7		QUABOG LEGAL SERVICES
	---	I-----	I-----	I			
4. I	2	I	0	I	2		
STUDENT LEGI	3.7	I	0	I	2.2		STUDENT LEGAL SERVICES
	---	I-----	I-----	I			
5. I	4	I	8	I	12		
OTHER	7.3	I	21.4	I	12.9		OTHER
	---	I-----	I-----	I			
COLUMN	58		38		96		
TOTAL	60.0		40.0		100.0		

PEARSON'S R = .21471, SIG. = .0179

MISSING OBSERVATIONS - 383



TABLE 105 HOW SATISFIED WERE YOU WITH THE HELP RECEIVED

V137 HOW SATISFIED WITH LEGAL HELP  
BY V136 WHERE GO FOR LEGAL HELP

		V136			
V137	COUNT	PRIVATE	PUB SERV	POPULATION	
	COL PCT	ATTORNEY	ICE	TOTAL	
		1.	2.		
1.	37	7	44		
VERY SATIS	63.2	38.4	57.4		VERY SATISFIED
2.	11	6	17		
SOMEWHAT S	19.0	35.2	22.8		SOMEWHAT SATISFIED
3.	4	3	7		
SOMEWHAT D	6.9	15.0	8.8		SOMEWHAT DISSAT
4.	6	2	8		
VERY DISSA	10.9	11.4	11.0		VERY DISSATISFIED
COLUMN	59	18	77		
TOTAL	76.7	23.3	100.0		

PEARSON'S R = .14109, SIG. = .1112

MISSING OBSERVATIONS - 402

TABLE 106 DO YOU SEE THE NEED FOR A SPOUSE ABUSE PROGRAM  
IN YOUR COMMUNITY

V140 SEE NEED FOR SPOUSE ABUSE PROGRAM?  
BY POV100

		POV100				
		COUNT	I			
COL	PCT	I	ABOVE 10.	WITHIN 1	POPULATION	
			10% POV	00% POV	TOTAL	
		I	0I	1.I		
V140		---	I-----	I-----	I-----	
	1. I	89	I	55	I	143
VERY IMPORTI	32.0	I	37.5	I	33.9	VERY IMPORTANT
		-I-----	I-----	I-----	I-----	
	2. I	67	I	40	I	107
SOMEWHAT IMI	24.1	I	27.7	I	25.3	SOMEWHAT IMPORTANT
		-I-----	I-----	I-----	I-----	
	3. I	122	I	51	I	172
NOT A NEED I	43.9	I	34.8	I	40.8	NOT A NEED
		-I-----	I-----	I-----	I-----	
COLUMN		277		146		423
TOTAL		65.5		34.5		100.0

PEARSON'S R =  $-.08079$ , SIG. =  $.0486$

MISSING OBSERVATIONS - 56

TABLE 107 DO YOU SEE THE NEED FOR A CHILD ABUSE PROGRAM IN  
YOUR COMMUNITY

V141 SEE NEED FOR CHILD ABUSE PROGRAM  
BY POV100

		POV100				
COUNT		I				
COL	PCT	I ABOVE 10	WITHIN 1	POPULATION		
		10% POV	00% POV	TOTAL		
		I	0I	1.I		
V141	---	I-----	I-----	I-----		
	1. I	108	I 56	I 164		
VERY IMPORTI	37.7	I 38.3	I 37.9	37.9	VERY IMPORTANT	
	-I-----	I-----	I-----	I-----		
	2. I	67	I 41	I 108		
SOMEWHAT IMI	23.2	I 28.3	I 24.9	24.9	SOMEWHAT IMPORTANT	
	-I-----	I-----	I-----	I-----		
	3. I	113	I 49	I 161		
NOT A NEED I	39.1	I 33.4	I 37.2	37.2	NOT A NEED	
	-I-----	I-----	I-----	I-----		
COLUMN		288	146	433		
TOTAL		66.4	33.6	100.0		

PEARSON'S R = -.03432, SIG. = .2381

MISSING OBSERVATIONS - 46

TABLE 108 MISCELLANEOUS NEEDS

NEED	SEVERE NEED	NEED	NOT NEED	PEARSON CORRELATION
QUIET NEIGHBORHOOD	3.0	13.0	84.0	.12 at .01
CONSUMER ADVOCACY	4.6	20.1	7.5	.08 at .01
SKILL ASSESSMENT	10.4	18.0	71.6	
HELP FOR PREGNANT TEENAGERS	3.0	10.5	86.5	.10 at .02
SPOUSE PROTECTION	4.5	9.9	85.6	.19 at .00
CREDIT FOR LOW INCOME	9.6	20.2	70.2	.09 at .04
HELP WITH BUDGET	6.8	20.3	72.9	.09 at .04
HELP RAPE VICTIMS	5.2	10.8	84.1	.13 at .01
HELP BUILDING HOUSE	5.6	15.4	79.0	.28 at .00
DOWN PAYMENT ON HOME	9.6	20.6	69.8	.27 at .00
PROGRAM FOR FREE FURNITURE	4.7	13.6	81.7	.15 at .00
SERVICES FOR VETS	2.5	8.5	89.0	.13 at .01
HELP FOR THOSE WHO HAVE LEFT HOME	3.1	13.2	83.8	.15 at .00
MONEY FOR COLLEGE	15.7	21.2	63.2	.18 at .00
MONEY FOR VOCATIONAL SCHOOL	5.7	18.0	76.3	.12 at .01

TABLE 109 PHYSICAL OR EMOTIONAL PROBLEMS OF CHILDREN

C	TEETH	12.3	19.0	.1164 AT .065
T	LEARNING IN SCHOOL	12.1	16.3	
A	VISION	7.9	24.0	.0832 AT .140
F	EAR INFECTIONS	8.0	22.3	
H	HIGH STRUNG-UPSET	6.7	15.8	.1603 AT .018
B	HEARING	6.7	8.5	.0832 AT .098
R	EMOTIONALS	7.5	6.6	.0992 AT .098
E	SPEECH (IE STUTTERING)	4.4	11.4	.1803 AT .009
J	FIGHTING	5.9	7.5	.2103 AT .003
N	THROAT INFECTIONS	1.7	10.4	
L	LIES	.3	11.8	.1969 AT .005
M	DISOBEDIENCE TO PARENTS	.5	10.3	.1909 AT .006
D	GENERAL HEALTH	2.3	5.7	.1167 AT .064
P	DEALING WITH OTHER KIDS	1.8	6.5	
G	TROUBLE SLEEPING	1.2	7.7	.2080 AT .003
I	EXCESSIVE JEALOUSY	2.4	5.2	.1210 AT .058
S	DEVELOPMENTALLY DELAYED	3.6	2.3	.0917 AT .116
Q	TROUBLE WITH FAMILY	.7	8.0	
K	DESTROYS PROPERTY	0.0	2.4	-.1411 AT .033



TABLE 110 RELATIONSHIP BETWEEN FIGHTING AND POVERTY STATUS

V143J GETS INTO FIGHTS EASILY  
BY POV100

COUNT	POV100		WITHIN	POPULATION
	I	I		
COL PCT	I ABOVE	I 100% POV	I 100% POV	TOTAL
	I	0I	1.I	
V143J	---I-----I-----I			
1. I	5	I	5	I
SEVERE NEED	I	4.2	I	11.4
	-I-----I-----I			
2. I	8	I	5	I
NEED	I	6.7	I	10.6
	-I-----I-----I			
3. I	112	I	35	I
NOT A NEED	I	89.2	I	78.0
	-I-----I-----I			
COLUMN	125		45	170
TOTAL	73.5		26.5	100.0

PEARSON'S R = -.15352, SIG. = .0227

MISSING OBSERVATIONS - 309

TABLE 111 RELATIONSHIP BETWEEN TROUBLE SLEEPING AND POVERTY STATUS

V143G TROUBLE SLEEPING  
BY POV100

		POV100			
COUNT	I				
COL	PCT	I ABOVE	WITHIN	POPULATION	
		I 100% POV	100% POV	TOTAL	
	I	0I	1.I		
V143G	---I-----I-----I				
	1. I	0	I	2	I
SEVERE NEED	I	.1	I	4.3	I
	-I-----I-----I				
	2. I	7	I	6	I
NEED	I	5.7	I	14.0	I
	-I-----I-----I				
	3. I	118	I	37	I
NOT A NEED	I	94.2	I	81.6	I
	-I-----I-----I				
COLUMN		125		45	
TOTAL		73.5		26.5	
				170	
				100.0	

PEARSON'S R = -.21486, SIG. = .0024

MISSING OBSERVATIONS - 309

TABLE 112 EDUCATION FOR CHILDREN BY TOTAL POPULATION AND  
100% POVERTY

V8D EDUCATION FOR CHILDREN  
BY POV100

		POV100				
		COUNT				
		COL PCT				
		I ABOVE			POPULATION	
		I 100% POV			TOTAL	
		I 0 I 1. I				
		I-----I-----I				
V8D		1. I	20 I	5 I		25
SEVERE PRO		I 1.1	I 2.9	I		1.3
		-I-----I-----I				
		2. I	132 I	4 I		136
PROBLEM		I 7.3	I 2.2	I		6.9
		-I-----I-----I				
		3. I	1660 I	160 I		1821
NOT A PROB		I 91.6	I 94.9	I		91.9
		-I-----I-----I				
		COLUMN	1813	169		1982
		TOTAL	91.5	8.5		100.0

PEARSON'S R = .01250, SIG. = .2890

MISSING OBSERVATIONS - 126

TABLE 113 SATISFACTION WITH PUBLIC SCHOOLS BY GENERAL  
POPULATION AND POVERTY

V31E PUBLIC SCHOOLS  
BY POV100

POV100						
COUNT	I					
COL	PCT	I ABOVE	WITHIN		POPULATION	
		I100% POV	100% POV		TOTAL	
		I	0I	1.I		
V31E	---	I-----	I-----	I-----		
	1. I	550	I	45	I	595
VERY SATIS	I	39.5	I	47.9	I	40.0
	-I-----	I-----	I-----	I-----		
	2. I	551	I	20	I	571
SOMEWHAT S	I	39.6	I	21.2	I	38.4
	-I-----	I-----	I-----	I-----		
	3. I	214	I	19	I	233
SOMEWHAT D	I	15.4	I	20.6	I	15.7
	-I-----	I-----	I-----	I-----		
	4. I	77	I	10	I	87
VERY DISSA	I	5.5	I	10.4	I	5.8
	-I-----	I-----	I-----	I-----		
COLUMN		1392		94		1485
TOTAL		93.7		6.3		100.0

PEARSON'S R = .01790, SIG. = .2453

MISSING OBSERVATIONS - 622

TABLE 114 CHILDREN IN PUBLIC SCHOOLS BY POVERTY

V144 ARE ANY CHILDREN IN PUBLIC SCHOOLS  
BY POV100

		POV100				
		COUNT				
		COL PCT				
		I ABOVE			POPULATION	
		I 100% POV			TOTAL	
		I 0 I 1. I				
V144		---I-----I-----I				
	1.	I 109	I 30	I 139		
YES		I 79.8	I 66.5	I 76.5		
		-I-----I-----I				
	2.	I 27	I 15	I 42		
NO		I 20.1	I 33.5	I 23.4		
		-I-----I-----I				
	3.	I 0	I 0	I 0		
		I .1	I 0	I .1		
		-I-----I-----I				
	COLUMN	136	45	181		
	TOTAL	75.1	24.9	100.0		

PEARSON'S R = .13436, SIG. = .0357

MISSING OBSERVATIONS - 298



TABLE 115 SATISFACTION WITH WAY SCHOOL TREATS CHILD

V146 HOW SAT. WITH SCHOOL'S TREATMENT OF CHILD  
BY POV100

POV100					
COUNT	I				
COL	PCT	ABOVE	WITHIN	POPULATION	
		I100% POV	100% POV	TOTAL	
		I	0I	1.I	
V146	---	I-----	I-----	I-----	
	1. I	54	I	10	I 64
VERY SATISFI	50.3	I	30.8	I	45.8
	---	I-----	I-----	I-----	
	2. I	27	I	12	I 39
SOMEWHAT SAI	25.5	I	37.3	I	28.2
	---	I-----	I-----	I-----	
	3. I	17	I	6	I 23
SOMEWHAT DII	16.1	I	18.4	I	16.6
	---	I-----	I-----	I-----	
	4. I	9	I	4	I 13
VERY DISSATI	8.2	I	13.6	I	9.4
	---	I-----	I-----	I-----	
COLUMN	107		32		139
TOTAL	76.9		23.1		100.0

PEARSON'S R = .13822, SIG. = .0524

MISSING OBSERVATIONS - 340

TABLE 116 DO YOUR CHILDREN PARTICIPATE IN THE FREE LUNCH  
PROGRAM

V147 CHILDREN IN FREE SCHOOL LUNCH PROGRAM  
BY POV100

		POV100			POPULATION TOTAL
COUNT	I	I	WITHIN		
COL PCT	I	I	I	I	
		I	I	I	
		I	I	I	
V147	---	I	---	I	---
	1. I	35	I	24	I 60
	YESI	30.9	I	71.1	I 40.2
	---	I	---	I	---
	2. I	79	I	10	I 89
	NOI	69.1	I	28.9	I 59.8
	---	I	---	I	---
	COLUMN	115		34	149
	TOTAL	77.1		22.9	100.0

PEARSON'S R = -.34469, SIG. = .0000

MISSING OBSERVATIONS - 330

TABLE 117 SATISFACTION OF SCHOOL LUNCH PROGRAM

V148      HOW SATIS WITH FREE LUNCH PROGRAM  
BY POV100

		POV100				
COUNT	I					
COL	PCT	IABOVE	WITHIN	POPULATION		
		I100% POV	100% POV	TOTAL		
	I	0I	1.I			
V148	---	I-----	I-----	I-----		
1.	I	21	I 11	I 32	VERY SATISFIED	
	I	59.0	I 45.0	I 53.3		
	---	I-----	I-----	I-----		
2.	I	6	I 10	I 17	SOMEWHAT SATISFIED	
	I	18.1	I 42.3	I 28.0		
	---	I-----	I-----	I-----		
3.	I	4	I 0	I 4	SOMEWHAT DISSAT	
	I	10.7	I 1.4	I 6.9		
	---	I-----	I-----	I-----		
4.	I	4	I 3	I 7	VERY DISSATISFIED	
	I	12.2	I 11.2	I 11.8		
	---	I-----	I-----	I-----		
COLUMN		35	24	60		
TOTAL		59.3	40.7	100.0		

PEARSON'S R = .01313, SIG. = .4605

MISSING OBSERVATIONS - 419

TABLE 118 WHY PEOPLE DO NOT USE THE FREE SCHOOL LUNCH PROGRAM

V149 WHY NOT PARTICIPATING IN LUNCH PROGRAM  
BY POV100

		POV100				POPULATION TOTAL	
COUNT	I	I ABOVE	WITHIN				
COL	PCT	I 100% POV	100% POV				
		I	0I	1.I			
-I-----I-----I							
1. I	9	I	1	I	11		PARENTS DON'T WANT THEM TO
PARENTS DONI	12.9	I	23.7	I	13.6		
-I-----I-----I							
2. I	2	I	0	I	2		KIDS DON'T WANT TO
KIDS DON'T I	2.1	I	0	I	2.0		
-I-----I-----I							
3. I	40	I	2	I	42		NOT ELIGIBLE
NOT ELIGIBLI	55.8	I	35.4	I	54.4		
-I-----I-----I							
4. I	6	I	0	I	6		HAVING TROUBLE GETTING KIDS
HAVING TROUI	8.5	I	0	I	7.9		
-I-----I-----I							
5. I	4	I	0	I	4		QUALITY OF FOOD
QUALITY OF I	5.2	I	0	I	4.8		
-I-----I-----I							
6. I	11	I	2	I	13		OTHER (NOT SPECIFIED)
OTHER	15.2	I	41.0	I	17.0		
-I-----I-----I							
COLUMN	72		5		77		
TOTAL	93.0		7.0		100.0		

PEARSON'S R = .06724, SIG. = .2801

MISSING OBSERVATIONS - 401

TABLE 119 CHILDREN'S HEALTH AND WELL BEING NEEDS 200% OF  
POVERTY

ITEM	SEVERE NEED	NEED
J RECREATION PROGRAM	15.5	16.6
I JOB PLACEMENT/ADOLESCENTS	13.3	16.4
G DENTIST AT SCHOOL	9.9	16.6
A CHILD CARE CENTER	11.7	12.7
B CHILD CARE-INFANTS	11.2	7.2
D PSYCH COUNSELING-CHILD	6.8	8.7
K SEX EDUCATION	5.4	10.6
F NUTRITION EDUC	3.6	14.1
C AFTER SCHOOL CARE	7.1	5.9
E FREE CHILD CLOTHES	4.4	7.4
H WELL BABY CLINIC	2.4	6.5



TABLE 120 CHILDREN'S HEALTH AND WELL BEING NEEDS 100% OF  
POVERTY

ITEM	SEVERE NEED	NEED
J RECREATION PROGRAM	19.2	17.9
I JOB PLACEMENT/ADOLESCENTS	8.6	12.5
G DENTIST AT SCHOOL	17.3	13.0
A CHILD CARE CENTER	22.3	6.3
B CHILD CARE-INFANTS	21.7	12.7
D PSYCH COUNSELING-CHILD	4.4	13.0
K SEX EDUCATION	1.8	15.6
F NUTRITION EDUC	2.2	10.5
C AFTER SCHOOL CARE	10.9	3.9
E FREE CHILD CLOTHES	7.6	15.3
H WELL BABY CLINIC	1.5	12.9

TABLE 121 DOES ELDERLY HOUSEHOLD MEMBER USE SENIOR FOOD  
PROGRAM

V152 ELDERLY FOOD PROGRAM PARTICIPATION?  
BY 100% OF POVERTY

		100% OF POVERTY			POPULATION TOTAL
COUNT	I				
COL	PCT	I ABOVE I 100% POV	WITHIN 100% POV		
		I	0I	1.I	
V152		---I-----I-----I			
	1.	I 12	I 10	I	22
YES		I 11.0	I 20.3	I	13.9
		-I-----I-----I			
	2.	I 98	I 41	I	139
NO		I 89.0	I 79.7	I	86.1
		-I-----I-----I			
	COLUMN	110	51		161
	TOTAL	68.4	31.6		100.0

PEARSON'S R =  $-.12492$ , SIG. =  $.0571$

MISSING OBSERVATIONS - 318

TABLE 122 NAME OF ELDERLY FOOD PROGRAM

(only for those participating)

V153 WHAT FOOD PROGRAM?  
BY 100% OF POVERTY

100% OF POVERTY						POPULATION TOTAL	
COUNT	I						
COL PCT	I	ABOVE	WITHIN				
	I	100% POV	100% POV				
	I	0I	1.I				
V153	---	I-----	I-----	I-----	I-----		
	1. I	3	I	3	I	6	
MEALS ON WHI		26.6	I	29.3	I	27.8	MEALS ON WHEELS
	---	I-----	I-----	I-----	I-----		
	2. I	9	I	5	I	14	
LUNCH PROGRI		70.8	I	52.4	I	62.3	LUNCH PROGRAM
	---	I-----	I-----	I-----	I-----		
	3. I	0	I	2	I	2	
OTHER		I	2.6	I	18.2	I	9.8
	---	I-----	I-----	I-----	I-----		
COLUMN		12		10		22	
TOTAL		54.0		46.0		100.0	

PEARSON'S R = .10937, SIG. = .3121

MISSING OBSERVATIONS - 456

TABLE 123 DESIRE TO PARTICIPATE IN AN ELDERLY MEALS PROGRAM

V155 ANYONE WISHING TO PARTICIPATE BUT NOT  
BY 100% OF POVERTY

COUNT	100% OF POVERTY			POPULATION TOTAL
	I	I	I	
COL PCT	I ABOVE	WITHIN		
	I 100% POV	100% POV		
	I	0I	1.I	
V155	---I-----I-----I			
1.	I	10	I	4
YES	I	10.9	I	10.4
	-I-----I-----I			
2.	I	84	I	38
NO	I	89.1	I	89.6
	-I-----I-----I			
COLUMN	95	42		137
TOTAL	69.2	30.8		100.0

PEARSON'S R = .00791, SIG. = .4635

MISSING OBSERVATIONS - 342

TABLE 124 WHY ARE YOU NOT PARTICIPATING IN ELDERLY MEAL  
PROGRAM

V156 WHY NOT PARTICIPATING  
BY 100% OF POVERTY

		100% OF POVERTY				
COUNT	I					
COL PCT	I	ABOVE	WITHIN	POPULATION		
	I	100% POV	100% POV	TOTAL		
	I	0I	1.I			
V156	---	I	---	I		
	1. I	1 I	0 I	1		
NONE AVAILA	2.4 I	2.8 I		2.5	NONE AVAILABLE	
	---	I	---	I		
	2. I	3 I	0 I	3		
DIDN'T KNOWI	10.8 I	0 I		7.7	DIDN'T KNOW ABOUT IT	
	---	I	---	I		
	3. I	24 I	11 I	35		
NOT ABLE TOI	79.8 I	95.7 I		84.3	NOT ABLE TO GET THERE	
	---	I	---	I		
	4. I	2 I	0 I	2		
OTHER	I	7.1 I	1.5 I	5.5	OTHER	
	---	I	---	I		
COLUMN	30	12		42		
TOTAL	71.5	28.5		100.0		



TABLE 125 WHAT PROGRAM WOULD YOU LIKE TO PARTICIPATE IN

V157 WHAT PROGRAM LIKE TO PARTICIPATE  
BY 100% OF POVERTY

100% OF POVERTY					
COUNT	I				
COL PCT	I ABOVE	WITHIN		POPULATION	
	I 100% POV	100% POV	100% POV	TOTAL	
	I	0 I	1 I		
V157	---I-----I-----I				
1. I	2 I	1 I		3	
MEALS ON WHI	13.5 I	50.0 I		20.0	
	-I-----I-----I				
2. I	5 I	1 I		7	
LUNCH PROGRI	44.1 I	50.0 I		45.2	
	-I-----I-----I				
3. I	5 I	0 I		5	
OTHER	I 42.4 I	0 I		34.8	
	-I-----I-----I				
COLUMN	12	3		15	
TOTAL	82.2	17.8		100.0	

PEARSON'S R = -.41615, SIG. = .0625

MISSING OBSERVATIONS - 464

TABLE 126 DO ANY ELDERS NEED EXTENSIVE PERSONAL  
CARE FROM ANOTHER PERSON

V158 ANY ELDER NEED EXTENSIVE PERSONAL CARE  
BY 100% OF POVERTY

		100% OF POVERTY				
COUNT	I					
COL PCT	I	ABOVE	WITHIN	POPULATION		
	I	100% POV	100% POV	TOTAL		
	I	0I	1.I			
V158	---	I-----	I-----	I-----		
	1.	I 18	I 10	I	28	
YES		I 16.0	I 20.8	I	17.4	
		-I-----	I-----	I-----		
	2.	I 93	I 39	I	132	
NO		I 84.0	I 79.2	I	82.6	
		-I-----	I-----	I-----		
	COLUMN	111	49	160		
	TOTAL	69.3	30.7	100.0		

PEARSON'S R = -.05859, SIG. = .2312

MISSING OBSERVATIONS - 319

TABLE 122 HOW IS CARE PROVIDED

V159 HOW IS CARE PROVIDED  
BY 100% OF POVERTY

		100% OF POVERTY			POPULATION TOTAL		
COUNT	COL PCT	I	I ABOVE I 100% POV	WITHIN POV 100% POV			
		I	0I	1.I			
V159		---	I-----	I-----	I		
		1. I	12 I	3 I	15		
AT HOME	BY I	66.9 I	33.5 I		54.8	AT HOME BY FAMILY	
		-I-----	I-----	I-----	I		
		2. I	0 I	1 I	1		
AT HOME	BY I	0 I	6.4 I		2.3	AT HOME BY FRIEND	
		-I-----	I-----	I-----	I		
		3. I	3 I	3 I	6		
AT HOME	BY I	15.6 I	33.4 I		22.1	AT HOME BY A PROFESSIONAL	
		-I-----	I-----	I-----	I		
		4. I	1 I	0 I	1		
IN NURSING	I	3.1 I	0 I		2.0	IN A NURSING HOME	
		-I-----	I-----	I-----	I		
		5. I	0 I	2 I	2		
AT ELDERLY	I	0 I	15.3 I		5.5	AT AN ELDERLY HOUSING PROJECT	
		-I-----	I-----	I-----	I		
		6. I	0 I	1 I	1		
AT A HOSPITAL	I	1.0 I	11.5 I		4.8	AT A HOSPITAL	
		-I-----	I-----	I-----	I		
		7. I	0 I	0 I	0		
NOT BEING PROVIDED	PI	1.3 I	0 I		.9	NOT BEING PROVIDED	
		-I-----	I-----	I-----	I		
		8. I	2 I	0 I	2		
OTHER	I	12.0 I	0 I		7.7	OTHER	
		-I-----	I-----	I-----	I		
COLUMN		18	10		28		
TOTAL		63.8	36.2		100.0		

PEARSON'S R = .11389, SIG. = .2746

MISSING OBSERVATIONS - 451

TABLE 128 ADEQUACY OF ELDER CARE ARRANGEMENTS

V160 ARE ARRANGEMENTS ADEQUATE  
BY 100% OF POVERTY

		100% OF POVERTY				
COUNT		I				
COL	PCT	I ABOVE	WITHIN	POPULATION		
		I 100% POV	I 100% POV	TOTAL		
		I	0I	1.I		
V160	---	I-----	I-----	I		
	1.	I	14	I	8	I 21
ADEQUATE		I	77.3	I	76.5	I 77.0 ADEQUATE
	---	I-----	I-----	I		
	2.	I	4	I	2	I 6
NEED ADD'L		I	22.7	I	23.5	I 23.0 NEED ADDITIONAL ASSIS
	---	I-----	I-----	I		
COLUMN			18		10	28
TOTAL			64.2		35.8	100.0

PEARSON'S R = .00966, SIG. = .4807

MISSING OBSERVATIONS - 451

TABLE 123 INCOME SOURCES FOR ELDERLY HOUSEHOLD MEMBERS

SOURCE	200% PCV		100% POV		PEARSON R
	MAIN	SOURCE	MAIN	SOURCE	
SOCIAL SEC.	66.9	27.9	71.6	23.1 i	-.0799 AT .15
PENSION	8.0	33.1	6.4	21.7	-.1551 AT .025
INSURANCE	.3	2.0	0.0	1.1	NOT SIGNIFICAN
SAVINGS	3.2	26.2	7.1	28.9	NOT SIGNIFICAN
FAMILY	1.4	4.2	4.4	4.4	.1333 AT .046
OR FRIENDS					
WAGES	1.5	7.5	.7	2.2	NOT SIGNIFICAN
INTEREST	1.4	15.5	3.0	14.3	NOT SIGNIFICAN
ETC.					
OTHER INCOME	3.0	7.5	0.0	9.6	NOT SIGNIFICAN



TABLE 130 MEDIAN INCOME BY AGE AND POVERTY STATUS

AGE GROUP	TOTAL POPULATION	200% POVERTY	100% POVERTY
ALL AGES	5,991	3,005	2,003
70 OR OLDER	5,026	3,560	2,977
UNDER 70	5,997	2,995	1,988
60 OR OLDER	5,517	3,971	2,533
UNDER 60	5,994	2,743	1,738

TABLE 131 MEAN INCOME BY AGE AND POVERTY STATUS

AGE GROUP	TOTAL POPULATION	200% POVERTY	100% POVERTY
ALL AGES	6,990	3,214	2,247
70 OR OLDER	6,451	3,758	2,944
UNDER 70	7,075	3,050	2,060
60 OR OLDER	7,219	3,829	2,853
UNDER 70	6,896	2,282	1,954

TABLE 132 CORRELATIONS BETWEEN SELECTED VARIABLES AND OVER  
60 VS. UNDER 60

V8A	HOUSING	.0404	.1187
V8C	TRANSPORTATION	.0575	.0354
V8J	PERSONAL SAFETY	-.0304	NOT SIG
V8M	ADEQUATE DIET	.1237	NOT SIG
V12	WARM HOME	.0817	.0826
V20	CONDITION OF HOUSE	.0485	.0803
V31H	WELFARE DEPT	.1296	.0993
V31K	RECREATION	.2445	.1225
V31G	SNOW REMOVAL	.1161	.0889
V31Q	PUBLIC TRANS	.1161	.0630
V31S	QUALITY OF HOSP.	.1295	.1415

APPENDIX E:

OPEN ENDED RESPONSES

CASE NUMBERS*	COMMENTS	Numbers on Print-out
1490	Telephone service poor in terms of distance can call or basic bill. Everyone works outside of local area; more than share of breakdowns.	
1492	Prefer people from town to enact programs coming out of survey. Fishing license is a hardship. If having more services means more taxes, don't want it. Less government--without high taxes, could afford to do more himself. Every new program has hurt middle class.	
1496	Would like elderly meals program. Would like to receive Food stamps. Government project to winterize has not followed through with her.	
1499	Being away from a large town, there are needs which should be recognized in terms of such things as cost of transportation and phone service, etc.	
1520	Wife legally blind. Husband very ill.(hospitalized) Very poor. Nephew helps with everything, is very loving but could use some help with caring for these people. Great place to leave the D.I.S card.	
1528	Family will need personel care and general help for elderly in the not too distant future.	
2053	Was treated badly when calling W. Mass. legal services--rude, generally neglectful.	
2056	Has to have help with taxes.	
2058	In regard to medical, did go to dentist yrs. ago and was messed over. Kids should be made familiar, get experience with gardening and kitchen arts. Hasn't been to Dr. in 25 yrs.	
2062	Housing problem. Very high taxes Much more recreational opportunities for boys than girls. Waiting list for senior meals program. Father has been on waiting list for years. Daughter wants him to go for social function.	
2063	Health care problem--because is seasonal worker and sometimes doesn't meet hrs. required for the medical insurance. Park facilities not kept up. Q 33B yes, because of favorable hiring for minorities and women in state and Fed. jobs (respondent is white).	
2096	More places for kids to go and do things in town i,e, training programs, workshops like Sea Scouts. Could use more street lights. Son unable to find work or training.	
2098	Town behind times. Poor organization Town wants own way, doesn't listen to people,Cliche sticks together. Dump should be expanded. High crime rate, a lot of vandalism. Schools and teacher too lenient, too many, shouldn't have special bus for kids who stay after school.	

\*Case numbers are not in numerical order.



## HAMPSHIRE COUNTY NEEDS ASSESSMENT

## COMMENTS

## Numbers on Print-out

- 2099 Street lights problem.  
No close health care.  
Stores far away.  
Good education system.  
Can't afford to have kids teeth cleaned or checked.  
Kids hate school lunches. Say lts junk food in grammar schools.
- 2100 Could use more street lights.
- 2101 Can never get a hold of people in town.
- 2117 Wishes people in town would clean up yards.
- 2122 It would be nice to have a lock on the front door of the apartment building, so kids couldn't come around to harrass older folks.
- 2123 We need a sidewalk from here to the center of town on 202.
- 2147 Public transportation is needed because you can't get anywhere if you don't have a car.
- 2165 Bus could have better schedule towards work hours.  
No fire hydrants.  
School needs to be better administrated.  
Granby needs public swim area.  
Road should stay as is.  
Phone company outrageous expensive, unfair.
- 2173 The taxes in this town are too high for what you get. It seems like the town gov't. is out to get me. They're taking my property by eminent domain and paying me much less than the property was valued at for taxation.
- 2229 World in mess.  
No more wars, Afganistan trying to lead us in another war.
- 2230 At schools, trying to push kids too early.  
Don't have necessary programs available for special needs.  
Would be good to have supermarket in town, with gas as high.  
Kindergarten not doing as much as used to be.
- 2234 Doesn't feel like her opinion matters anymore. Doesn't want to be bothered with town.
- 2235 Kids should learn on own. Pushed too fast.  
Center very good for transportation.  
Sidewalks are pretty broken up in some places.  
Transportation service very good.  
People want to live too fast.  
Would like to see things go better in the country.  
People are so indifferent toward each other--More brotherly love--Country will not survive without brotherly love.  
Joys of life are gone.
- 2236 Nursing home way too expensive. Tried.
- 2237 It would be nice if the bus ran more frequently.
- 2241 It would be nice to have a bus to Springfield or Holyoke.

## HAMPSHIRE COUNTY NEEDS ASSESSMENT

## COMMENTS

Numbers on Print-out

- 2309 Very unsatisfied with workmen's compensation office and insurance companies.
- 2333 Wanted to go to church one odd day, was told 'we're closed'.  
Don't like capitalism--last five year. Capitalists encourage poverty.  
Losing ground in religion. Everythings becoming obsolete in relation to old norms.
- 2377 I think that homemakers should be paid for their work. The economic situation forces  
to either work and neglect their kids, or stay home and be poor.  
A qualified pediatrician nearby would be nice. Also, counseling is not available nearby.
- 2390 Schools overcrowded.  
Schools (kindergarten) has no fireproof, alarm, escape.  
Nothing for preschool or high school kids for recreation.  
Doesn't like to send kids to school--system so messed up.
- 2397 Social Security and a small pension isn't enough to live on. The (censored) Blue  
Cross is ridiculous with such a small income. I don't want nothing for nothing but  
this is ridiculous.  
There should be some kind of group insurance for people who can't get it from where  
they work.
- 2439 Public transportation big need; or bus to Belchertown, etc. Many people working  
at State School work in Ware.
- 2442 Elderly should get all services regardless of income unless high income. (These  
people are border-line).
- 2446 Nothing to do for kids not in sports.
- 2451 Lack of elder services in town.  
Loads of backward prejudices.
- 2473 Should have national medical insurance.
- 2509 The son says that school cafeteria food is inedible.
- 2513 Yea, what does all this prove? Will my name be attached to this?  
The slightly under middle income (but not low income) person really suffers now.
- 2515 People abuse welfare. The ones who need it don't get it. People lie, or the right  
questions aren't asked. People not having other incomes don't get help, while others  
get many kinds of support. (Although she said she wished she could receive enough  
assistance to avoid working).
- 2525 Information lacking. Where to go for help.  
Closed meetings never reported.  
Very little information available to town.  
Police force sadly lacking.  
Nothing for teenagers to do.
- 2528 Not getting assistance--People who don't struggle as hard are on welfare and get help.  
We have a hard time coping and we see them with their big color T.V.s, when we only  
have our little black & white one.  
The system is unfair. People get help who don't deserve it and don't need it as much.
- 2566 Stresses Public transportation.

## HAMPSHIRE COUNTY NEEDS ASSESSMENT

COMMENTS      Numbers on Print-out

- 2567    Child and wife abuse rampant in town.  
Klds hang out on streets.  
Start fires for fun.
- 2585    Disgusted about the cost of living.
- 2590    Hard to find babysitting.
- 2596    Seniors need transp. to supermarket on West St.  
Need public transportation from Ware to Springfield and Worcester through Palmer.  
Need parking lot. Lot next to theatre (rip out parking meters.)  
People won't rent to children.
- 2634    If you have to go out of town there should be a bus.
- 2638    If they're all like us there would be no problem.
- 2647    Wish would have public transportation from Ware to Palmer.
- 2655    Need lights in S--- Complex entrances.  
Complaint about park being used for dog "walking".
- 2666    Welfare people have it better than I do.
- 2667    Help!
- 2673    Too much red tape in the system.
- 2683    Help!
- 2718    Some kind of a bus. One up and one back at least.
- 2721    Need new law enforcement officer in town.
- 2711    Very severe drug problem in town in the schools and nothing is done about it. No help  
is offered for the child or the parents.  
Lack of curriculum and lack of discipline are problems.  
Young people must pay for driver education.  
There are no recreation facilities, no place for young people to go.  
There is no communication in Ware--if there is a bus she doesn't know about it.
- 2719    (To showcard #12 "A", she said "sounds like socialized medicine") (that surprised  
me a little)
- 2761    Public Free bus to Springfield.  
Generally agrees with all program suggestions yet personally would not use/need.
- 2792    Need more info about food stamps.
- 2797    Would like results.
- 3049    Citizen ought to get paid for cooperating with this survey.
- 3166    We have all the programs in Amherst that we need. We're fortunate here. The one  
time I had to look for help for a recovering alcoholic friend, they weren't able  
to help, though.

## HAMPSHIRE COUNTY NEEDS ASSESSMENT

## COMMENTS      Numbers on Print-out

- 3199 Scared to be alone at night.
- 3244 That probe might be a careful assessment of the results of this survey, so that old, inefficient programs and laws might be changed so what is done new is efficient and helpful and clearly required.
- 3317 Bus in Hadley.
- 3324 Skating rink--Swimming needed. Takes kids all the way to Look Park. College kids Skinny dip in the resevoir, so the children can't use it. There's nothing for the kids to do. (and believe me, she sure doesn't know how to take care of kids.)  
(She thought I was out to frame her or something. I'm surprised I completed the survey and got out alive.)  
More elderly housing needed--desperately.  
Not enough for kids to do--recreation lacking in Hadley.
- 3405 CETA doesn't count students into figuring of CETA budget in Hampshire County. Jobs are the big issue. Its impossible.
- 3429 Welfare is abused; people should be checked into. Woman buying prime ribs and shrimp, wearing fur coat, had food stamps. Excess money goes to the wrong places. Why not give excess revenue to middle class.  
People don't work and are on welfare--they get their T.V.s fixed.  
People are willing to sell their souls for a comfortable living. There's no pride.  
Health insurance--Difficult to get on. Accepted into Valley Health Plan, but only some of family. He has kidney stone, so couldn't get on policy. It makes no sense.
- 3478 Street lights no good.
- 3533 Ambulance Service should be free.  
Should have decent trash pick-up.  
Roads are poor.  
Street by dump should finish paving.
- 3545 He hopes the results of the survey will be made available to the public at large, and in appropriate languages, i.e. Spanish/English.  
Also, that local officials will respond to the assessment by fulfilling needs.  
Also that the community organizes to see that those needs are met.
- 3548 We are doing just okay.
- 3616 This should help out the poorer people in finding adequate work.
- 3639 Need additional \_\_\_\_\_
- 3724 Bus by house.  
Should be more foot patrol police.
- 3769 We have a lot of medical bills which we make partial payments each month, as much as we can afford.
- 3775 I is dissatisfied with beaurocracy.
- 3778 Getting more hours at work to be eligible for Health Insurance Plan.
- 3785 Respondent is elderly stroke patient. Can't walk down/up stairs, so stays home all day.



## HAMPSHIRE COUNTY NEEDS ASSESSMENT

## COMMENTS

## Numbers on Print-out

- 3804 Health Insurance is \$94. a month--much too high.
- 3815 Health care--\$70. a month for hospitalization Insurance-- so can't spend any on preventive.  
Dentist is \$30., etc. in addition to the other.
- 3816 Would like skating rink.  
Concerned about schools. You hear about cheating and violence. I'm scared to have my children go there. Misgivings about state of schools.  
I liked doing this.
- 3842 Talked at great length, although he answered the questions.  
Schools-- too much \$ in schools  
We're getting too much communism.
- 3860 Need activities for disabled people who are not seniors--bowling; more activities at Smith (cultural).
- 3880 Problem with being overqualified for job.  
Childcare situation is a very definite need that is not being met.  
Lack of adequate nutrition is resulting in people killing themselves.  
Lack of quality education--i.e. moral and spiritual, children are not being prepared for survival.
- 3881 Very bad psychiatric care--only alternative is state hospital and that really is no alternative.
- 3948 Schools pretty lenient--should be able to do more if kids don't listen.  
Dentist at school would be very good.  
More activities for kids, roller skating, ice skating.  
Could use more busses and more people on bus.
- 4098 Has found that school system is geared to the mediocre. There are instances I'm not happy about. Not enough stimulation.  
Another cost we have is Williston Academy. Much better learning atmosphere.  
His kids need more discipline and stimulation than other kids because they've always been adults.  
Programs seldom do people good.  
Haven't seen too many people "permanently" improved by programs.  
When I was a kid it was a sin to be on Welfare. Against Protestant ethic. You no longer arrest people, you refer them. What good is it? New York police officer told him Welfare has become a culture of its own. I'm not square, I'm cubicle. I don't know if Community services do as much good as they think they do.  
"We're low income even though we don't live like it." After delivering horses your profit is gone.
- 4099 Good neighborhood, nice place to live.
- 4118 House is too expensive to heat with oil, and with the wood its too cold in their rooms.  
The kids can't do homework in the kitchen with so many distractions, but their rooms are too cold.  
They have soup with the entire family and relatives and everyone gets their feelings out, every Saturday. So people don't hold their problems inside. "If you don't get it out when you're young, it stays with you for life."
- 4119 She says it seems that you get more help from Welfare if you split up--than if you're really trying. She knows people on Welfare who work under the table and still get their disability and everything else taken care of.

(cont.)



## HAMPSHIRE COUNTY NEEDS ASSESSMENT

## COMMENTS

Numbers on Print-out

- 4119 (cont.) "It's so sad when you're trying not to get behind." Her friend in her sixties was told, if she was younger or pregnant, she could get help. She feels sorriest for those people in their sixties who have to keep working just to get by. She tried for a month and a half to get money from Cancer Fund when her mother was in hospital. They never returned her calls. When her mother died they called and said, "If you'd gotten through fast enough we would have payed all the medical bills." Her father lost everything because he had no insurance. He turned to Welfare, who didn't help either.
- They bought an \$8,000 truck in 1976, new, and were told it was good. It burned oil from the day they bought it, but Scutters said it had to have a certain number of miles on it according to the guarantee, before it could be serviced. Then it cost them \$700. in repairs--didn't cover it in guarantee. Then the motor blew up and it cost \$1800. in repairs. Oil had been seeping into the valves until a rod went right through the engine. Scutters went out of business and owed \$50,000 in back taxes, and didn't pay his employees, so courts said they had to deal with those charges first. She wrote to the Attorney General, to Senator Kennedy, to Consumer Protection, to Governor King whom she never heard from. No one seems to care if the consumer is protected or not. Couldn't get help.
- 4133 Won't fix house shingles, leaking.
- 4160 Public transportation should be closer to home.
- 4181 I've had to take my car off the road because I can't afford the insurance.
- 4391 The gov't should encourage people to be more independent.
- 4401 Travelling to the store for necessities can be hard for elderly people. There should be a small store in this housing project.
- 4405 It's hard to get out to go shopping. We have to depend on rides from friends or relatives.
- 4413 Saw exercise for elderly started in N.Y. state. Has seen people who might have gone to class and wouldn't have died.  
A program to exercise and eat right for health.  
Middlefield needs center for youth. There's plenty for the elderly.  
A lot of young people need activities.  
Landlords should put up railings for steps.
- 4422 Kids want to work. In Florida you could. Here you have to be 16. They're bored. Son would like to work and help out.  
Openness is creating some problems in this country. Trying to solve one problem and you create another. With pressure and inflation. If we can communicate and understand each other, no violence.  
I'm alone, but there's a lot of help. We're spoiled in a sense.  
When they can't figure out their own problems you take a gamble.  
You're a statistic--and you learn that machines make errors--discovered that with health problems.  
Not enough communication between parents and school.  
Also, in response to question #141, it the parents that need help in knowing what to do. Some kind of mediation between parent and child.
- 4432 He was very old, and not completely "alert" as they say.
- 4434 This woman was very senile and didn't really seem to understand some of the questions.
- 4449 Nothing for teens to do.  
Need service for battered women in this area  
Parking in EH terrible.

HAMPSHIRE COUNTY NEEDS ASSESSMENT	COMMENTS	Numbers on Print-out
4464	Could be more to do for children age 12-17/18. Roads not very good.	
4520	Problems with car insurance--we're getting cut off. Sent check, insurance company returning check. Hasn't been insured herefor some time. Have had to cancel children's medical appointments sometimes because of car--no insurance and can't afford gas. Dissatisfied with care for older child--has serious eye problems, has had operations. No phone.	
4527	Daughter pushed off truck 1 year ago--spine shattered at one point--has to wear brace 23 hours a day--cries all the time. Otherwise is o.k.	
4539	Town very good. Pressure on energy people bring prices down for fixed income people. Letdown to retire. Should be more G.Ps than specialists.	
4547	Spending too much \$ on schools for what we get. Fewer street lights. Need State hospital. Reverse discrimination.	
4560	This women not good with numbers. Everything is fine, just have to give up a lot to get by--"not eat as much, keep house cool."	
4561	Reliable person or persons to help insulate. Too many buses.	
4563	Would like to have mechanics programs available to him.	
4564	Don't have ramps in public buildings. Need. This man was healed by a priest! Says we need a revolution!	
4567	Need place to keep kids off streets at night--youth center. Too many street lights. Rural every other pole, business every other pole, on mountain every 3rd or 4th pole. Kids should walk--too many school buses. Should have hospital in town. Sex education should be at home . Should have nice Senior Citizen Center.	
4573	The world is in mess--inflation is making so we're always falling behind. Money and inflation big problem. Middle class will disappear and we'll have only lower and a few in the upper class.	
4585	Everything a mess, feel bad for younger people.	
4610	Library not open enough. Dump hours inconvenient. Youth can't work, no transportation except in tobacco or potatoes. Town extremely political.	
4617	Hard for people on fixed incomes to survive.	
4693	Should have trash collection in town. Should have more places for older singles to meet each other.	

## HAMPSHIRE COUNTY NEEDS ASSESSMENT

## COMMENTS

## Numbers on Print-out

- 4697 Too many schools.  
Could use some lights on South Street.
- 4716 Need better Public Transportation.
- 4749 Sewage system (or septic tank) stinks and are not doing anything for it. Smells like dumpsometimes.  
Wish there was bus out of SH.  
Few private apartments in S.-- just complexes--would like to live in private house.
- 4753 Problems--keeps temp. at 60 degrees; car on last legs, doesn't know if can afford one; 1/3 of roof needs shingling.  
Is angry at County wanting to take land from both sides of road;her land.  
Senior Surrey: is none. Needs.  
PVTA bus only goes to Holyoke. Should go to EH. Needs.
- 4806 The food stamp program should be overhauled. People who need them but aren't working can't get them.
- 4819 Need new well or pump, etc.  
Need closer public transportation.  
More street lights.  
More things to do for teens.  
Has no way to get to summer park program for kids (kindergarten and 1st grade)  
(drop off and pick up--can't do).
- 4831 There is a need for medical costs to be made affordable for the everyday person. The costs are ridiculous.  
Public transportation is necessary for Southampton. There isn't any. Especially for older people. I'd use it if it were available.
- 4932 Someone with large home could take in elderly folks.
- 4937 Poor frequency in WHMP in mornings.. (not 7a.m.) drives buses. Don't know when to drive.  
Lawyers treat you horribly.  
Teachers teach for pay-not for teaching.
- 5033 Like cable in neighborhood.  
Help finding babysitters.
- 5061 People here satisfied with what they get--according to income.
- 5067 Need more money.
- 5107 Change Welfare system.
- 5165 We keep busy. Ma has her chickens. I have my hunting and my wife has her clubs.
- 5167 Lower grades have sex education in Holyoke schools.  
None in S. Hadley.  
Need for real counselling.
- 5174 We're doing okay.  
There are better elderly services available in New Jersey, but we like the country up here more.

## HAMPSHIRE COUNTY NEEDS ASSESSMENT

## COMMENTS

Numbers on Print-out

- 5184 Companion for senile spouse 30, other spouse can have time to get away for a while.
- 5214 Property taxes too high.  
Too much tension around school issues.
- 5217 Who wants to use this?  
Why would I want to ask questions?
- 5238 Mr. Kaisers at Holyoke Welfare is very disrespectful and not helpful!

## HAMPSHIRE COUNTY NEEDS ASSESSMENT

## COMMENTS

- 1022 A need for more social services for elderly.  
Lack of transportation for elderly a problem.  
Meals on wheels comes from N'ton. More logical to centralize and locate program in Huntington or somewhere in Hilltown area--safer and better for environment.  
Need programs for adolescents.  
Open up adult education programs to H.S. kids and make it more interesting to them.  
More youth oriented.  
Fuel assist program needed--esp. for elderly.
- 1032 Give more money to Worthington Medical Center.  
More objective way of 'marking' students in school. School Committee members kids grades are at times not very objective.  
School field trips are sometimes extravagant (gas, drivers, etc.)
- 1036 Lack of services for \$1,000 tax rate.  
Lack of service for elderly.  
Road conditions and upkeep.
- 1040 Telephone service be extended to include Westfield where Medical services and schools are. Basic charge does not include imp. calls.  
Would like cable T.V.  
82 Unit housing project--town not big enough for it.  
A lot of time no gas, schools cancelled--need more gas.  
Taxes outrageous.
- 1046 Roads--Rte. 66 horrible, a lot of potholes.  
Fire department small for such a large area--could use more equipment.  
Wonderful ambulance service in Huntington--have great personnel.  
Elderly services good.  
Taxed to the hilt. Enormous taxes.
- 1064 Need for transportation for elderly. Current service is no good. Should be more house to house.  
No stores in Huntington.  
Would rather that elder housing be separate from low-income family public housing.  
Unemployed people should be put to work.
- 1069 Buses and bicycle paths.
- 1076 Psychological counseling for foster children is needed.  
Recreation for the teenagers is a real important need.
- 1078 Neighbors storage of junk is eyesore.
- 1083 Family with very special needs. Deaf and mute daughter--very dissatisfied with school systems attitude--and social workers attempts to move daughter into Gateway High School.  
Two retarded adults both working and contributing to family income but family sees lack of meaningful programs to help better this brother and sisters life. Family would to set them up in their own trailer on family property to help foster independence, but is unable to, due to lack of money or aid.  
Wife would like to work but is trapped by circumstances.
- 1085 Regular bus schedule or transportation to Westfield or Northampton.  
Need for nice park for kids--no safe place for kids, school yard inadequate.  
Recreation program not geared for younger kids. Summer program--Winter area for kids to skate, and slide--no place for recreation in winter.  
Library could develop organized reading programs and film activities for kids.  
Basic charge (phone) does not include most calls.



## HAMPSHIRE COUNTY NEEDS ASSESSMENT

## COMMENTS

- 1089 Family could use help with job training for partially disabled son.
- 1092 Income varies according to mill lay offs.  
Property taxes too high for local services.  
Needs bus to Westfield.
- 1100 Lack of snow plowing in winter due to arbitrary designation as private road.  
Fireman would have hard time reaching house in winter.
- 1108 Very high taxes for few services. No full time fire dept. insufficient police.
- 1116 Meals on wheels will have to do it themselves and can't afford to or spend \$  
to go to Williamsburg.  
Would like to go back to school--to expensive, she has dislexious and has lower  
level reading.
- 1120 Telephone company should give circle dialing--have to pay long distance, most calls.  
Social Services should have 800 numbers.  
Housing is too expensive--can't afford place, have to move in summer.  
Afraid they will have to move out of town.
- 1123 Town gov't often have board members who are not knowledgable about project, ie,  
Board of Health.  
Another problem is that people are working as volunteers and have jobs also.  
Have to take kids out of school for day if have to do something in Hamp. Trans.  
problem, could have shuttle bus.  
Car repairs--have to leave car all day here, no trans. back.  
Not adequate amount of Homemakers and home Health Aides in Hilltowns--more family  
dependent.
- 1126 No choices for kids to do. Would like to move to city or place with more stuff for  
kids but unable to afford.  
Good ambulance service  
Lack of things to do--Not much to offer children--i.e. bowling--nothing for 13 yr.  
old to do.  
Taxes too much for whats offered.  
Gas prices high.  
Drug stores are not convenient--none close by.  
Could have allowances for travelling needs if can't car pool, can't go out except  
for emergencies.  
Cost of oil scary--too high.  
Nothing offered for child care or recreation program for younger children.
- 1149 Dump open more hours.  
Could use trans., a bus,  
A better county extension agent--the agricultural ones,  
Child care when child gets older--could be a problem,
- 1151 School buses too expensive to have regional schools,  
Should move but won't move to nursing homes--no place else to move, very sad about it.
- 1154 Gas might become problem.  
Transportation might become problem.  
It might be more economical to have public transportation.  
Senior Citizens Housing Units. Would have to be in village so people could get  
around. No place available on village street.  
Beautiful community House.

## HAMPSHIRE COUNTY NEEDS ASSESSMENT

## COMMENTS

- 1162 People who are middle income are in a bad position because services are never available to them. Many mothers in Cummington want to be employed, however, because they are "over-income" Headstart does not accept their children in the Daycare Program. So they cannot work.  
For the many elderly people in Cummington there is no hot meals program. The nearest one is in Haydenville, and they are unable to get there--it is obviously too far away. This isn't a problem in my immediate family, however I know the needs of my neighbors.
- 1213 The school system fails to provide adequate instruction in the basic learning skills by offering too many after school activities as courses for class study. e.g. taught how to play monopoly better.
- 1250 Need a half-way house for disabled people's spouses to take a break from total personal care--so spouse doesn't break down and need hospital care.
- 1255 School system--teachers too old, lack of supplies, lunches inadequate, shared classrooms, dining facilities inadequate. May be leaving town because of this.
- 1257 Cooley Dickinson has a monopoly on hospital services for the N'ton area, so they don't have to be good. It would be nice if they had some competition.  
Housing for the elderly in the hilltowns is coming to be a necessity.
- 1261 Salt from the road gets into the well. It's been happening for 8 years. A number of people have this problem. A lawyer was gotten, but hasn't been paid because of the expense.
- 1312 Better recreation for children, including equipment.  
Taxes on personal property isn't fair (in Goshen personal prop. such as bicycles, power equipment, furniture etc. is taxed)  
Postal Service is screws.
- 1323 Roads more paved--Road slippery in winter--and roads widened.  
A lot of innovative and services being offered but people not finding out about (in hilltowns) them. More decentralized meetings, get more info' out. Possibly more mailings and more media for services.  
Too bad taxes going up for sewers.  
Day activity center in Hilltowns for handicapped, mentally retarded. Now have to go out of Hilltowns. Job related activities for handicapped. People paid for it.
- 1325 Taxes too High. Roads a mess.  
I'm glad I'm 70 and don't have long to live in this mess. People don't take responsibility for anything nowadays. Everything is too easy for most people.  
The families are the cause of the problems, no discipline.
- 1326 Housing for Aged. People don't want to move.  
Need a Doctor in town. No Dr. in town.  
Blood Pressure and visiting nurse.  
Busses running more at night. Run every Hour. (more often)  
Welfare administration back in the towns.
- 1329 Wish didn't cost so much to use the "Y" in NH for muscular distrophy child to swim.
- 1330 Low income public housing needed.
- 1332 Sick about kids having to bus 2 hrs. Rt. to Regional High School  
No housing for elderly but people don't want to pay for it at town meetings. Many old people would let go of their homes and go to town into something smaller.  
Afraid of economic problems of growing older and getting sick.

## HAMPSHIRE COUNTY NEEDS ASSESSMENT

## COMMENTS

- 1339 Distance to town creates problems.  
Help with outdoor work (aging).  
Would like M.D. in town.  
Needs local adult education.
- 1340 Taxes are going up and its 'crazy' because there isn't that much money coming in.  
(local property taxes).  
Taxes are lower in Amherst but services are better.  
Where does the money go?  
Annual Town Report inadequately documented.
- 1382 The school system is bad. They will never have a school in Plainfield because the state regulations, money etc., make it unfeasable. When a town doesn't have its own school it loses some of its identity. The kids are isolated from their peers because there may be only one kid from Plainfield in that class. The education lacks a lot. Learn-in disabilities or special abilities children, behavior problems, etc. are not dealt with. My son's reading level is at the 4th grade but he's stuck doing second grade work. There is very little communication from the school system. They gave him a lot of boring crap to look at then called him a behavior problem when he didn't like it. My son has now been put into the 3rd grade reading class. The school psychologist says my kid is gifted and his needs aren't being met by the school system. They need to do more for the exceptional child. They could get some programs using all the land they have, carpentry skills, etc., other than simply classroom. Long bus ride too.  
No employment in town. Employment is a problem for secondary wage earners and kids.  
Fire dept. All volunteer. If your house catches fire you better grab your ass and get outside, because the fire dept. may not be able to help. They routed the fire dept. phone through Amherst which I don't think is a good idea.  
Had a landfill dump, leased the land from a woman. Had insufficient fill. The vehicles at the dump kept getting their tires blown. A lot of things don't fit at the land fill dump or trash compacter (washers, etc.) The compacter cost a lot but isn't that useful. Recycling not encouraged up here.  
Road conditions. State wants to widen the road, cut all the old maples etc. I think they shouldn't widen it. They could repave it without widening it.  
Phone system here should be circle dialing.
- 1389 The phone service up here is horrible. We get the Amherst phone book, our kids go to school in Ashfield. We can call N. Adams for nothing, but can't call the next town without going long distance.
- 1399 Mohawk Reg. is overpopulated and undersupervised.  
Pitts-Hamp. bus would be good.  
State should give town more money to maintain 116.
- 1401 Man has had 3 thefts in one year by same kids.  
Feels that court system too lenient.  
They haven't spent even one night in jail.
- 1403 Town govt. doesn't attract responsible people. Welfare assistance payroll should be published to deter freeloaders.
- 1405 Mohawk High School is terrible. Not challenging to students.
- 1413 Self-sufficiency is #1.  
Worthington Medical Center is very good and should be funded better.
- 1415 Last year Head Start program broke up local children's playgroup.  
Program was only 50% enrolled but wouldn't take over-income children, despite teachers  
(cont.)

## HAMPSHIRE COUNTY NEEDS ASSESSMENT

## COMMENTS

- 1415 (Cont.) and equipment for 100% enrollment.  
Emergency Fuel Assistance program encourages freeloaders.  
The \$200. bill paying is too publicized. Program should exist but low profile.
- 1419 Expect transportation and heating costs to give some problems. Just meeting expenses now; no luxuries! Nursing as a job makes her worried about being incapacitated with advancing age. Sees a lot of suffering.
- 1433 Trans. to work is too costly.  
Roads are also very bad.  
Topography etc. cannot support industry for jobs but small business (non-polluting) should be encouraged to relocate into hill towns, both for tax base and jobs for local people. (Light industry, think-tanks, crafts)  
But voluntarism and self-determination would take precedence over any outsiders coming in.  
The county does nothing for Plainfield, for \$159.19/year/household for '77-'78, whereas Town Officers (total) cost \$35./year/household.
- 1474 Closer check up on people getting Welfare or aid--some people get it who don't need it--others could use it and are hesitant to ask.  
Same with gas--great deal of waste--people could save gas by using the mini-bus, etc.  
Retired people who like the independence tend to waste gas.
- 1481 "I don't know how this is possible, but people here live teetering on the brink somewhere between hope and despair. The church used to hold this community together--now even that is gone. People have nothing to hold on to. People won't change their ways, even when everything is changing around them. The worst thing, damn it, is to see a farmer starting to drink. It was never like this before. Alcoholism is everywhere here. People are so set in their ways that they don't even use common sense. When I was a tax assessor, the elderly people nearly threw me out of their houses, when all I asked them to do was sign a form for tax abatement because of their ages. And these people some of them were so poor they were burning leaves to keep warm. But they'd rather freeze than get help from anyone.  
It's not social services I'm against, it's the management of Community services--even the church. Money goes to the wrong people. The things they hear'bout--such as a black inner city family on Welfare with a big color T.V. What they don't understand is that they have other things, a car, a house, good. They can't see beyond one perspective. People aren't interested in learning from me about wind power or Solar, (he's an engineer) because they're so set in their ways. But I'm willing to show them anything they're interested in that I have knowledge of.  
I've worked 12 hours a day 7 days a week for as long as I can remember. I'm not technically low income, but I work as hard and do my part to save energy as much as anyone. Yet my needs aren't considered by the government. I cleared my own land, rebuilt a 200 Year old house. I drive a V.W. and so does my wife. I'm converting my car to coal gas because gas is too expensive. I'm working on a windpower right now, because we got plenty out back. I spend \$5000 a year on transportation. I cut corners everywhere and yet I'm considered well off."
- 1483 Break off doesn't make sense--fixed salaries graph doesn't pertain to fixed salaries.
- 1518 The most beautiful woman you can imagine! Intelligent classy and WOW!!!
- 1529 Gas supply in town is cut back too much as soon as any shortage manifests itself.
- 2029 Schools could be better. A lot of problems. Kids teachers.  
Might need more discipline.  
High School problems -- controlling kids. Not expected to do as much. (he's a janitor)



## HAMPSHIRE COUNTY NEEDS ASSESSMENT

## COMMENTS

- 1002 More programs needed for young people.  
Waste in school food programs.  
Cut down on school taxes--too much waste.  
There's a great need for housing or housing subsidies for the elderly.
- 1007 Everywhere she calls on phone is long-distance. Phone bill is over \$100. month.
- 1041 Highest small town tax rate in area.
- 1059 Don't put Building Complex and taxes up because of this.  
Need some kind of flood program to be developed, so property doesn't get washed away and kids know that it will flood.
- 1070 Telephones--Everything's toll charge.
- 1071 Highland Valley Elderly Meals program used--very satisfied with it.
- 1086 Don't need housing project, town can't support it, not enough facilities intown.  
Taxes are outrageous  
Need better school than Gateway--when leave school don't know enough.  
Would be nice to have cable T.V.  
Feeling outsider if haven't been here long.  
River Dam--People should be told about when dam lets loose.  
She desperately needed someone to talk with!!
- 1117 German  
Social Security--In-laws came in middle and they did not want to divulge info.
- 1124 He's satisfied the way things are going.
- 1114 Town meeting well attended.  
Elections run well.  
People take interest in town affairs.  
People very cooperative and neighborly. Good to one another.
- 1158 Money always problem.  
Cut regional schools and educate kids in town--cost towns too much--waste of energy.  
Busing cost a lot, waste of gas--up to 8th grade could be well educated in town, high school would have to have other arrangement.  
Bus driver inadequate.  
Lack of supervision in schools, kids problems.  
New folks expect too much services for country living, hurts country town.  
Town not like city.
- 1240 The phone is unlisted and want it that way.
- 1258 Salt runs into wells for some homes.  
Refused to answer income question. Most people in the household were self-supporting, they seemed well to do. They felt it was an invasion of privacy to ask this question, though.
- 1278 Said too busy to do whole thing, lotta work to do.
- 1289 These people seem embarrassed to be living around so many poor people. They're really loaded. J.A.



## HAMPSHIRE COUNTY NEEDS ASSESSMENT

## COMMENTS

- 1292 Critical Hampshire regional school.  
Concerned bout rising heat costs and inflation.  
Husband blind, worried about transportation.
- 1294 Atmosphere pleasant.  
Diversified cultural atmosphere.  
Sensitive to needs of others.
- 1320 Street lights--None.  
Rubbish collection--not being collected on a regular basis.  
Blind spot on hills--should have speed limits, blind drive signs--on old Goshen rd.  
Telephone company not responding to complaints. Can't call out, it's dead. It knows  
and doesn't do anything--others in town have had same problem.
- 1328 In regard to transportation, big problem is gas prices.
- 1342 School busses too crowded.
- 1355 Presently don't need services.  
Don't see solution to public transportation problems.  
Mass Taxes--particularly auto excise--local real estate taxes.
- 1358 Resp. says he is very pleased with PVTA but does not use it often.
- 1374 Would not give no answers.
- 1376 Distressed with Welfare.

## HAMPSHIRE COUNTY NEEDS ASSESSMENT

## COMMENTS

- 2004 Trash pick-up wouldn't be that difficult for town.  
Town should rent truck to pump out septic tanks free.
- 2007 Children--lack of programs-- No swimming pool  
Absolutley nothing for them to do.
- 2010 Town water is terrible.
- 2013 This man grumbled a lot about how unfair the system is to white poeple, particularly retired, particularly himself.  
They should close down the county government. State and city should take care of it. People who have worked their entire lives and retired are the real poor. They can't afford what students can, because of the high cost of living. They have their home and make too much to get help. Bi-Lo is all food stamps. Black people live fat off the hog. It's not that I'm racist, its just that I don't like Blacks or Puerto Ricans. P.R.s at Bradley Airport come off the plane, women and kids singing, and they head straight for the Welfare Department. We pay for them to live here, and we pay for them to go down to Puerto Rico once a year. They're responsible for vandalism and dope, crime, etc.
- 2014 She said she was pleased with me and told me to write it down.
- 2020 Recreation--children-- paying taxes for it but no results, especially young adults.
- 2035 Corruption--Cliques in town government. Publish opening to cover themselves legally-- have someone in mind already. Whoever applies first should get in first.  
Everything they've earned is from "blood and guts".  
Injustice--people who put kids through school pay some taxes. If you own land, the land owns you.  
Taxes should be lower for elderly.
- 2037 Suggests a mobile or circulating info. and referral unit/clinic for town--Granby and others.  
Like HCAC satellite office to hook up possible with visiting Nurse 2 times month.  
for Seniors. (very popular)  
Seniors are confused about health insurances.
- 2038 Council on Aging not supported sufficiently. (funding)
- 2039 Wish were more street lights on this street.  
Also throughout whole town.  
Only traffic lights at 5 corners--should be other places.
- 2043 Nothing in Granby for kids, no recreation besides sports--some sort of center.
- 2048 Senior Citizens heating, transportation health care.  
Could plow roads earlier.  
Could have more buses around north part of Granby.  
Would be good to have some sort of continuing ed. for adults, classes like sewing.  
Some sort of recreation place for kids to keep them busy.
- 2049 It would be nice to have some good apartments in Granby for those who can't get sub-sidize housing.
- 2050 Police are not helpful and are prejudiced against long-haired, people are harassing them, maybe trying to drive them up.

## HAMPSHIRE COUNTY NEEDS ASSESSMENT

## COMMENTS

- 2051 Education for children is a problem because doesn't have children but has to pay taxes. (high)  
School busses-- dissatisfied because bus stop in front of house and has no kids.  
Need street lights--(no street lights) Many accidents.
- 2055 Satisfied tax rate went down. Agreed with no large businesses--tax rate high because of them. that o.k. Very happy with town.
- 2057 A place for kids to get together--Not enough facilities.  
People should do more for themselves then town wouldn't have to do it like street cleaning.  
Schools very good.
- 2071 Goes to Amherst a lot so knows nothing about Granby. Granby I donnow.
- 2075 Battered woman shelter. Family abuse--Parenting education.  
County government should be abolished. Transfer services to the state.
- 2077 Should give more information (awareness) in letter about specific questions, so people could give questions some thought.
- 2078 Sidewalks in Granby --could use more.  
People in town should be able to get streetlights.
- 2090 Need for elderly services building and programs.
- 2105 The amount that is spent on taxes should give more results. I have questions about where our tax money goes to.
- 2109 The rural areas should have better public transportation, with safe parking nearby.  
County gov't. should advertise service to the handicapped, people dying of cancer, etc.  
I also believe that county and federal gov't. don't mean it when they talk about conserving energy when you see advertising lights for businesses, etc. left on.  
The gov't. wants us to burn gasoline for the oil companies.  
The tax laws should be a straight percentage of income across the board.
- 2115 Every call is toll call--Phone very expensive, most calls long distance. Private owned--should be some sort of circle dialing.
- 2116 Grammar school good. High school bad.  
Is trying to start a business, having trouble knowing what to do.
- 2118 More housing for elderly--quiet, safe housing, a lot more places.  
Works as a homemaker.
- 2125 Snow removal--town dumps snow in driveway.  
Women needs a lot of health care, with teeth and eyes.
- 2126 Could do more for kids to keep them off street activities.  
If there could be commuter parking and have buses go to working areas--Commuter areas on 116 and 202 or use church parking lot.  
Could have trash pick-up.  
Small telephone company o.k.
- 2128 A bus directly to shopping areas.

## HAMPSHIRE COUNTY NEEDS ASSESSMENT

## COMMENTS

- 2149 "If the government would mind its own business we'd all be better off."
- 2160 Taxes are dreadfully high, schools are reason.  
At times I think it could be paired down.  
766 Program. Things could be brought down into perspective. Things are dished out to people since first grade.
- 2169 Teachers in school could be improved.  
Way school is run should be better, classrooms.  
School Committee should be more involved.
- 2207 A few more activities (recreational) like movies, everything so far.
- 2218 A lot of robberies, none in paper--no one knows about it.  
Taxes are too high.  
County gov't outmoded--Town and state could take care of all the jobs.  
State taxes too high.  
Best Senior Citizen Centers of any town--very very fortunate.  
Not enough police in town--more protection.
- 2220 Special Needs Services--Services are improving, but could be better.  
When write up child's ed. plan, the child's complete staff should be there and ready to go.  
Bus drivers could be better trained for taking care of all children.  
More public transportation from center of town.  
By the time anything is decided or happens is long past time needed--System is messed up--should do what they say they will do.
- 2222 Drivers aren't qualified to work with kids.
- 2232 Taxes too high.  
Oil street to keep dust down.
- 2233 Could use parks for children, not just baseball.  
There's no recreation programs for young children.  
Police dept. does not have enough full-time trained police on at any one time--at times one police on per shift (dangerous for town and police.) No 24 hour dispatching system. "Gov't will to replace people who get hurt, rather than pay for extra person".  
Fire dept. could use some full-time people for inspection--fire dept. good fire fighters.
- 2239 PVTA is good but only to Amherst.
- 2242 (Pub. Trans.) I wish they ran year round.  
School busses--too crowded.
- 2251 Bus drivers aren't adequate. (school buses)
- 2255 Town gov't. can't keep on top of town, town grown, gov't. is still only part-time and don't know regulations.  
Not enough storm drains.  
Septic problem and drains.  
Board of Health has had to be pushed to uphold laws.
- 2259 Could do something about tax situation.  
Mass. taxes too high  
Too many piddley taxes.  
Unfair for federal gov't. to go into your checking account and take out taxes.

## HAMPSHIRE COUNTY NEEDS ASSESSMENT

## COMMENTS

- 2260 No unionization of town employees.  
Cut down on expensives--conserve budget.  
Water services extended--water can't be drunk.  
Speed too fast down road.  
For older persons would like P.O. box on this side of highway.  
Salt seeps into wells --from highway.  
Road services do road good but harm house.  
Town needs to keep tax rates down. Cut back building permits.  
Snow plows in residential sections, stick to speed--snow thrown on house and rots house.
- 2262 Top of town in Belchertown very wet. County could try to provide solution for this,  
Some sort of drainage is needed.
- 2264 We're unhappy with having to burn wood while oil money is handed out to other people.  
Generally unhappy with the Welfare system because there's too much abuse.
- 2301 More shopping needed (reasonably priced) i.e., big chain supermarket and reasonably  
priced drug store (pharmaceutical).
- 2304 HCAC-Energy task Force-when 1st started, asked for volunteers for Weatherizing--  
Belchertown residents offered help but HCAC didn't come thru on \$ for materials.
- 2310 Respondent assumed there'd be questions on deinstitutionalization--fees it's a  
gap in the survey.
- 2312 Traffic on road (New Bay Rd.) extremely fast. Needs better control. (Speed traps,  
etc.)
- 2315 Tremendous need for a better school system--overcrowding--need for a middle school--  
teacher--pupil ratio too high.  
Lack of facilities in the school--gym needed.  
Would be nice to have a pool in town.  
Curriculum in school needs changing to more progressive individualized programs.  
More support to teachers to be creative and make decisions.
- 2319 Would like to see more community involvement with State School clients.  
Needs more publicity, with regard deinstitutionalization; volunteer programs.
- 2327 Need new shcool in Belchertown (middleschool).  
Need a large (chain) supermarket)too much gas to shop.
- 2334 Wants to see publicized results in visible way, tangible results to be made public.  
Media needs great deal of attention.
- 2337 More busses needed to different cities. (Northampton, Springfield)  
Town dump should be open more.
- 2341 L. Nothing done for North end.
- 2344 More buses.
- 2382 It would be nice to have a bus that ran up 202.
- 2391 Place for teenagers, no place for them to go, i.e. bowling alley.  
Park for little kids, not enough for younger kids.



## HAMPSHIRE COUNTY NEEDS ASSESSMENT

## COMMENTS

- 2393 Should be paid volunteer fire dept. in town for hours put in fire.  
Shouldn't have skiing in school--discriminates against kids who can't afford to ski.  
Town maintenance dept. has too many people.  
Too many free services for elderly in town. We have to cut back, why don't elderly?  
Why doesn't services use town buses and town services--.  
If elderly can fly to Bermuda for 5 days, then they should afford bowling transportation--Some services necessary--like meals on wheels.  
Elderly services abused.
- 2394 Health Club facility would be good to have in town, like a pool, tennis court--  
Recreational facility for the town.
- 2395 Taxes high.  
When you have kids pay taxes, when you reach certain age, i.e., bring taxes down,  
or pay no taxes. Paying taxes too long.
- 2399 Transportation to facilities should be provided.
- 2403 Town should clear up water problems.
- 2405 Belchertown, town changing and is good.  
Real need for parks for preschoolers.  
Need for another school, because of overcrowding.  
Little recreation in town.
- 2406 Recreation programs--poor.  
Question need for county government.  
Just moved and like it.
- 2408 Wanted better transportation (i.e. trains)
- 2424 Transportation (buses) needed to Belchertown and Amherst. Would reduce traffic  
(cars) too.
- 2432 Financial crunch--can't put away even though has college educ.  
Lack of public transportation, for elderly use and in general (young people).  
No recreation facilities for kids except pool in summer.  
Need regional "Y" for the small towns.
- 2435 Bridge that crosses Swift River no good--have to go 7 mi. out of way (all people  
around there). People want it fixed but no luck with town.
- 2441 No public transportation.
- 2444 Heating costs threaten to deplete their savings.  
Would benefit greatly from public transportation--are now dependent on daughter  
for a few essential trips and otherwise are more or less housebound.  
Are afraid of strangers at their door and of walking about at night.
- 2447 Vandalism/police is a problem.
- 2449 Roads to Springfield and Worcester sub-par/bad; is hurting the town.
- 2452 Need public transportation to Worcester and Springfield. (This is a minister.)  
Need comprehensive all-in-one satellite office combined for Food Stamps/Soc. Sec./  
Welfare, etc. for Ware and surrounding smaller towns.  
Valley Human Services needs to have continuity. to continue to be funded.  
Schools need to be more academic. Ware loses its best kids early to private schools.

## HAMPSHIRE COUNTY NEEDS ASSESSMENT

## COMMENTS

- 2453 Don't have balance of reasonable-to-better paying industries--diminishing amount of industries (low paid).
- 2455 Public transportation so people can go to large shopping area occasionally.
- 2482 Town of Ware is isolated from county gov't. needs a grantwriter--for more tie-in with county seat.
- 2489 Would like a bus that goes to Worcester, Springfield, Northampton, etc.
- 2497 Today we're losing the families--Police Dept. has very little jurisdiction over the kids.
- 2504 More recreation programs needed for adults and kids in Ware.
- 2517 Although 2 children live there, respondent says she does not support them. (although I think she does.)
- 2527 (He said that upper-middle class families such as his own are a rarity in Ware. Most families earn incomes of "8000 - \$9000 and are "dirt poor". He said there is nothing for teenagers to occupy themselves with and not enough jobs.)
- 2584 No recreational opportunities for teens.  
No movie theater.
- 2588 Physician: old people need public transportation to and from hospital.  
Need public garbage collection 2 times week.
- 2589 No way to get in and out of town if don't have car.
- 2597 Against Welfare because of over dependency. Tax payers foot bill. Elderly, o.k. Young girls getting pregnant!
- 2599 Teenagers loitering in street is a problem--bother women.
- 2601 Land from Ware to B'town is full of fallen trees. People should be able to clear out dead wood for firewood. Could be county or state controlled.  
Need free firewood programs.  
Fuel and cost of gas biggest problems in county right now. Hard to maintain a business due to those rising costs.
- 2602 Need bus service.  
Need town swimming area other than pool.  
Need better shopping for this area.
- 2620 Tenure corruption in school system. Corruption all over.
- 2622 Should be a YMCA/YWCA in town.  
Has experienced sex discrimination on job.
- 2624 Would like bus from Ware/Springfield.
- 2625 Child care is a severe problem--Ware needs pre-school day care for infants to age 4.  
Trash pick-up would be worth the taxes.  
Enrichment program for advanced students and career counseling for teenagers.  
Bike paths and C.C. ski trails at parks.  
Bus from Ware to Amherst or to Springfield, there are only elderly buses here.  
Town gov't. should be more progressive--politicians out for vote rather than doing right.

## HAMPSHIRE COUNTY NEEDS ASSESSMENT

## COMMENTS

- 2631 Respondent experienced rev. discrimination winter 78.
- 2643 No recreation facilities for teens and young adults.  
Suggestion: all-weather pool. (indoor)  
Public transportation is need. Husband can't get anywhere when wife at work in p.m. Only 1 car.  
No programs or services for disabled husband who has arthritis--can't walk well.  
No services for him that have for Seniors--like transportation, food service.
- 2645 No vocational school in town is a drawback.
- 2646 No public transportation out of Ware, is a problem.
- 2648 Has problem with leaves from school and hospital across street--blows on his lawn, has thought of complaining to town but hasn't.
- 2697 Adolescents programs needed!  
Public transportation.
- 2699 Valley Human Services "Children Services" is very helpful.
- 2725 They said the main problems for youth in Ware are the quality of education, and the lack of activities. The daughter is in college now and finds herself unprepared to deal with academic material because her skills in Math and English are inadequate. They stressed the inadequacy of the teaching of these subjects, as well as the unfortunate practice of tenuring incompetent teachers who are too old and out of it to relate to young people. Those going on to college find themselves handicapped and are forced to take remedial courses.
- 2591 Garden plots and seeds by county are good.  
Likes cty. help with housing.
- 2926 Cooley Dick.--no private rooms for lower income, private rooms unaffordable.  
Amherst has good services.
- 2932 Senior citizens aid in too much.  
Middle class pays for everything.
- 2939 Water has to be improved. People should organize and get better water quality.
- 2940 Inside University roads needs repair, especially Worcester Commons.
- 3027 Child care should be much better.  
Schools should have more varieties of programs for children in the afternoon.  
Especially for preschool children.  
Child care on a municipal basis might be a good idea.
- 3044 Conservation incentives seem converse to what's actually happening.
- 3144 I would like to have seen more attention paid to the need for mental health care and direct services in your survey.  
Also, the problem of loose dogs is something I would mention.  
Judicial methods of dealing with a problem such as loose dogs is not adequate.  
The survey doesn't address peoples perceptions of needs for the community at large.
- 3147 Psychological services are not readily available for adolescents and such who have emotional problems.



## HAMPSHIRE COUNTY NEEDS ASSESSMENT

## COMMENTS

- 3150 The amount of money we pay for taxes does not yield enough services esp. through the town hall. Town hall staff is aloof and bureaucratic.
- 3169 I wish they would put in a traffic light at the corner of South East St. and Main St. (Pelham Rd.)
- 3177 Sometimes I have to wonder what services our taxes are paying for, relative to the service we would get if we lived in town. We do not have full benefits of the local schools, or town sewage. The outlying areas don't get the full benefit of town services.
- 3248 Graves, Robert J. Needs a copy of the letter.
- 3319 Drainage system—sewer system—can't have washing machine.
- 3320 Town government is narrow minded.
- 3345 Gas prices! Hospital insurance a problem. Was in one week and it cost \$3000. Thought it was covered but it wasn't.
- 3356 "People—young people forget that the world goes through changes—it is in upheaval now but it was when we were young too. I wish they could think positive. It is a bad time, but it has been before. When the men went off to war we women really did sit at home—it really was that way...The family should become more important not in a corny way but as a security to weather the hard times."
- 3371 Jobs! Daughter is college grad. and bartends and waitresses! What are young people supposed to do!
- 3409 Difficult to get to know people here.
- 3430 "You have to go out for a drive—do the things you want to, or whats the point of working, or living, for that matter?"
- 3474 Sidewalks are all cracked—town won't fix because say is 'private street'.
- 3483 Is concerned about following:  
Parking downtown.  
Quality of sidewalks downtown.  
Garbage collection on Main St. aren't wastebaskets.  
Promotion of festivals and special events downtown needs work.
- 3490 Dissat. with snow removal because town piles it up on their sidewalk.
- 3496 Complaint against monthly electricity adjustment based on use. Loophole increase by utility company.  
Is concerned about people let out of State hospital—can't care for selves, living in room, etc.; can't manage their affairs; can't adjust; are unsupervised; need help.
- 3498 Transportation problem for grand daughter—has to get rides to Greenfield Com. Col. No recreation programs for adolescents.
- 3499 Feels discriminated against sometimes because is single.  
Doesn't care for derelicts in town.  
Doesn't feel safe walking alone.
- 3501 Complains about taxes and Welfare.  
Pleasant St. Southern entrance to Northampton is in very bad condition.

## HAMPSHIRE COUNTY NEEDS ASSESSMENT

## COMMENTS

- 3505 N.H. should have own trash removal.  
Should be more police and more patrol  
Respondent has rheumatoid arthritis--disabled but works.  
In children's recreation, should be better properly, supervised; also should be  
good sportsmanship in terms of equality, opportunity for all, discipline--poorly  
managed--not everyone has opportunity to take part.  
Should be more supervision on buses.
- 3506 Cooley Dick. should have a psychiatric wing--needs it for father who now has to go  
to Greenfield.  
Streets need to be improved in Bay State section.  
Problems as H.S. no respect for teachers.
- 3509 Definite need for better traffic enforcement--of way people drive.  
Difficult to find reasonable housing/information about subsidized housing not  
available really.
- 3514 State hospital: husband was committed to hosp.(psych), and they just confined  
him as opposed to finding out what was wrong, as has been done after 4 years.
- 3517 Very satisfied with Judy Eckhouse is on Board of Directors of Threshold.  
Wish was bus passing apartment to go to work; for energy situation.
- 3518 2 trees on left hand side going out from complex toward Hatfield St. should be  
removed; are dangerous to visibility.  
Musante was addressed re this problem before became mayor and said to remind him  
once he became Mayor.
- 3522 Wife has leukemia.
- 3528 Schools--Hawley is somewhat dissat.--discipline is big problem; academy good.
- 3589 I don't really think you'd want my opinions on this.
- 3591 Rec. for adolescents; place at nite.
- 3593 Respondent snow plows but town blocks sidewalk with poor plowing/driving!!! More  
consideration is due to sidewalk plowers from city plowers.
- 3591 School buses should consider cars behind and give leadway.
- 3601 Fire laws re: apt. complexes should be revised--Ex: fire alarms and fire exting-  
uishers should be installed either in hallway or at reasonable distances in  
dwelling--Housing complexes should be required to insulate better--walls and windows.
- 3602 A number of legitimate complaints in maintenance.
- 3604 Re: safety--Rape situation has been increasing, thereby endangering women's lives  
more. More programs should be offered by community re: reeducating men as to  
sexism and violence;; and educate women in self-protection.  
Having worked in public school system, I've seen that teachers are sadly lacking  
in motivating children to learn.  
Until medicine is socialized health care will always be a problem.
- 3620 Against free handouts to people. Should earn it and not sit at home.--  
Minority situation over-reacted and blown out of proportion. Gets more than normal  
person.  
See no special need for special languages for minorities.



## HAMPSHIRE COUNTY NEEDS ASSESSMENT

## COMMENTS

- 3626 Town government--inconsistent, county gov't. useless, road conditions, stink, public trans.--don't use. Parking--too much. Rec. programs--don't need 'em.
- 3636 Quality of nearest hospital--Out of this world.  
Would like more for older people.
- 3720 Should have more for adolescents to do.  
Buses need better schedule.
- 3728 Welfare should be run by city not state.  
Rubbish collection 2 times year for large items.  
Police cruiser patrol, walk on beat, make visible--fear of going out.
- 3730 Looking forward to hockey arena.  
Workers should park off Main St.  
On right road, proud to live in N.H.  
Feels good program.
- 3731 Bay State Gas--don't wait too long until leaving for reading meter.
- 3733 Need a better school system for adult training.  
Kids should walk more to schools.  
Too much money in school buses.  
Should have better gov't in towns, some good.
- 3734 It's too easy for people to get Welfare.
- 3735 Would be good to see a boys club in town--Y.M.C.A. services unaffordable--geared toward Country Club set.
- 3736 Could use more public transportation, State, town should have more transportation.  
Buses so expensive, have to sue W.M. Bus for school--doesn't allow competitive pricing. Have city or county owned bus.
- 3737 Need more for kids--make some of the buildings into centers, roller skating.  
Y. hours could be earlier.
- 3744 Downtown parking discourages downtown shoppings.
- 3796 Doesn't know "where she'll be tomorrow" the way things are.
- 3801 Inflation, cost of oil, food.
- 3802 Problems with police dept. Saw kids steal things and they never get caught.
- 3803 Town gov. doesn't keep their word. Politicians are all alike. Dissatisfied with ice-skating mess; will be civic center for politicians. Kids won't be able to use it.  
Education system is a monstrosity. Administration part is not efficient.  
Teachers not doing their job and salary is too high for what they do. These people don't know what it is to be poor.  
People are willing to spend money and not account for it. Goes for most city and county employees. Don't do jobs.
- 3819 This community doesn't have enough for teenagers to do and is very prejudiced toward 3rd world peoples.

## HAMPSHIRE COUNTY NEEDS ASSESSMENT

## COMMENTS

- 3281 Taxes--exorbitant--take on boarders to help pay them.  
There could be other services with this amount, like trash or snow removal.  
Problem with heat. \$600. even with wood--son gets it. What would they do without him? He works for the Forestry. Moved here from Main to be through with wood, but they found they can't afford the oil.
- 3911 Should improve the river (Conn.) for more recreation--use by people.  
Fix water on road on bridge by river. (Conn.)
- 3940 Muddy tap water.  
Taxes too high.  
Horrible Nursing Homes--Spec. Sunny Acres.
- 4123 Loves the school system. Very good when comparing. Teachers and principals are available to speak with.
- 4126 She has a transportation problem getting to work.  
Her income is partially separate although parents pay for food, etc.  
Health care is a problem.  
A bus is very needed.
- 4128 Perfect place for children.
- 4155 Could get cable T.V. in town.  
Need a public swimming beach in N'Hamp.--Clean up some of the ponds.
- 4161 Could use trash collection.  
Important to have housing for elderly or tax breaks for elderly citizens.  
Cottage St. should be made one way.
- 4176 Recreation is needed for adolescents.
- 4184 Fire department should include ambulance service.  
It shouldn't be a separate thing that you have to pay for.  
We don't believe the government should pry into people's lives.
- 4187 Paying for heat is hard, living on such a small income.
- 4238 Open parks when weather gets nice.
- 4239 Fed up with the way things are.
- 4246 Don't cut in schools and education.  
Cut in extra town jobs.  
Important to have good teachers.
- 4412 Big 'Y' couldn't get Supermarket in town. Voted against it.  
Town government won't support small mall. (Hates going out of town to shop.)  
Couldn't get water lines.  
Surplus of barrooms. Empty stores.  
Nothing for drawing in new business.  
No record store. No one will build here. There's no parking.  
K-Mart wanted to build here. If there was more competition it might help consumer with prices.
- 4425 When we pay teachers only \$15,000 a year, and truckers \$30,000, there's something (Cont.)

## HAMPSHIRE COUNTY NEEDS ASSESSMENT

## COMMENTS

- 4425 (Cont.)  
 wrong with people's priorities.  
 They're moving out of town because schools are so bad.  
 Can't get child care. Waiting list for 1½ years at child care center.  
 Public transportation is atrocious here.
- 4436 He got demoted from foreman position after working 20 years. Discriminated against  
 because of age. They want younger people. He works so hard but inflation kills it.  
 Can't support a family on this income.
- 4442 If complain taxes will go up.  
 Jobs for teenagers to earn money. Should paint town. Get weeds cut.
- 4447 Works for Uniroyal--is closing down--will be general economic problems.  
 Snow removal very poor on this street.  
 Street lights--too many.
- 4473 Lack of entertainment for teenagers.
- 4474 Rocks in water.
- 4492 Too many buses. Kids should walk.
- 4494 Middle class are discriminated against. Sees friends on Welfare buying new stove  
 and they can't afford anything once bills are payed.
- 4499 Anonymous phone calls--what to do? I dunno.
- 4513 Too many apartments going up in E.H. Upset--Put apartments and street where was  
 beautiful orchard.
- 4516 Need more bus service to Amherst area.  
 Would like to see utility rates go down.(gas)  
 Would like to see more stores.
- 4521 Should be side parking on Cottage St.  
 Town gov't should be mayor instead of selectmen.  
 No trash coll. -- town.
- 4531 Teenagers don't have anything--.  
 Town--a lot of roads need to be repaired.
- 4532 Southern East Street is terrible, too many street lights.
- 4536 Not enough for kids to do but get in trouble. Community Center only good for certain  
 kids. Could have dances.  
 Buses should have better schedule and run every hour.  
 Have Bingo games for kids.  
 Need more G.P. Doctors in town and doctors that could make house calls.  
 Easthampton high school is bad.
- 4538 Like place living at.  
 Roads and parking in town should be improved a lot.
- 4542 Buses could come more often.  
 Father-in-law refuses to use services is invalid. Relies on them, which is o.k.

## HAMPSHIRE COUNTY NEEDS ASSESSMENT

## COMMENTS

- 4549 Cars shouldn't speed.  
 Could delete some of the streetlights.  
 Should have local city place to get wood.  
 Better bus schedule--people might use them more.  
 Better for older kids, high school, to walk to school.  
 Get rid of town theatre.
- 4552 Would be good to have shopping center in Southampton--Need General dept. store.  
 Movie theatre is horrible.  
 Could have local vocational schools.
- 4566 Schools are not challenging enough for students.  
 Normal and above average child is not given enough to stimulate.
- 4568 Sidewalks not always clear--so can't walk.  
 Kids should walk more and stop being glued to tube.  
 Swimming pool in neighborhood should be for everybody. Also Parson St. School pool.  
 They should complete park in neighborhood.  
 More for young kids.  
 Everyone pays taxes all should enjoy school facilities.
- 4575 Heat--very difficult.  
 Easthampton--have trash collection or after work hours--trash dumpster. Town provides.  
 Easthampton schools dirty and inadequate.
- 4578 Find jobs for kids who hang around 5&10, clothing stores, general stores.  
 Dogs leash.
- 4582 Should have town collection of trash.  
 Children should not be bused, they could walk, too much money and too much gas for buses.
- 4590 Library should be open more hours.
- 4593 Police protection is no good, have to call state police.  
 Provide transportation one day a week at least, down town.  
 Nurses in hospital are very lax--Doesn't give quality care--patients have to care for themselves.
- 4600 Trash could be picked up at the homes.
- 4603 Could use buses to go to malls and places--bus to Hamp.  
 No recreation for adults here, nothing like cake decorating.
- 4605 Nothing for kids to do but sports.  
 Not much for teens.  
 Streets could be cleaned once a year, and pick up trash, don't leave cans etc. around.  
 Have some sort of community center for Jr. highs up.
- 4608 Don't need so many lights.  
 Streets really need cleaning in Hatfield, a lot of glass and trash.  
 Building too much in town, esp. up on Horse Mt.--not good building around reservoir.
- 4609 N'Hamp. taxes too high, esp. on fixed income.  
 Parking bad.  
 Cooley Dickenson Hosp. emergency room--wait too long.  
 Valley Health plan good.  
 Help for heating.  
 Do more for farmers market stands.  
 Programs for people who burn wood to get free wood  
 Problem with youth--Crime--More visibility with police.



## HAMPSHIRE COUNTY NEEDS ASSESSMENT

## COMMENTS

- 4611 Dump open all day Saturday for working people.  
Town limited to head names for key families.  
Hospital poorly organized in emergency. Everyday patients needs not met, people treated as objects.  
No place to go to park in town.
- 4613 Should have recreation for adults such as crafts--continuing education.  
Could have parks for picnics.
- 4614 Put money into kids and old people.  
Waste a lot of money in town.
- 4619 Town police could try to stop speeding--should be more on top of it.
- 4620 Town Welfare Dept. instead of State.
- 4624 Do more for aged--so they're more aware of services and don't have to go to nursing homes--they should be able to stay in homes.
- 4626 The establishment of the PTO is really needed--hope its successful.
- 4627 Could use Doctor in town--need one.  
No places to go for adults like American Legion--Place to get together.  
Picnic area in town for family gatherings.  
A miniature golf course for youngsters.
- 4632 Police don't patrol all sections of town.  
Signs for children are inadequate.  
Library open more hours, not enough reference.  
Flood ice rink behind school or at fire dept.  
Could do more efficient ways of buses--Break town into sections.  
Have one bus from each section--saves gas.  
Need doctor in town.  
Public buses loop gthrough Hatfield.  
University Extension Service is great--good information.
- 4645 When are taxes gonna drop?  
Taxes too high.  
Everythings going up.
- 4649 Should be bus service between here and Hamp.  
Have some shopping in town.  
Have professional services in town--Doctors and Dentists. (Family Dr.)  
More information to folks who own land on ecology and public education on environment and effects of pollutants and land abuse--development.
- 4650 Doctor in town--definite need.  
Small farmer getting crunched.
- 4653 Schools inadequate--too many things taught, too little learned.
- 4677 Need improved transportation PVTA.  
Too much Red tape for Welfare--Food Stamps. Elderly.  
Services not adequate for the Elderly Housing  
Local Hospital needs mental health unit.  
Released mental patients need help.



## HAMPSHIRE COUNTY NEEDS ASSESSMENT

## COMMENTS

- 4688 Need more parks for kids and families.
- 4692 Should have swimming and ice skating.
- 4699 Smell from chicken farm too bad.  
Cost of oil and gas too high.
- 4708 Food too high, taxes too high, oil too high, gas too high.
- 4702 Public Library never open. Northampton library very good.
- 4713 Need better sidewalks.
- 4815 More funds for extension service.
- 4743 Feels discriminated against possibly because of ethnic background.  
Would like to have sewage system.  
Would like to see good honest gov't in town. Town is run like a club.
- 4744 Senior programs inadequate.  
Recreation program for lower age adults non-existent.  
Enough seniors in town need meals program but don't sign up so there isn't a program  
due to insufficient participation.  
Could use bus to work in Westfield. .  
No recreation program for adolescents.
- 4745 Vicious dogs in neighborhood big problem--I was bitten myself!!  
Could use street light.  
Have to pay taxes but get few services if any.
- 4752 Would like bus to go by--would help on gas situation. Especially to bring kids from  
school after activities. (big problem) And to go to stores.  
Car gas is a problem in their budget.  
Younger kid is having trouble in Junior H.S. Thinks J.H.S. should not be together  
with H.S.  
Really not related that much to S.H.--mostly Holyoke.
- 4774 Better Public transportation.
- 4776 Better transportation for elderly.  
Elderly Housing.
- 4780 Stop out-Of-towners from going to the S.H. dump.  
Getting insurance for house is problem because no fire hydrants.  
Dogs running loose is big problem. Can't keep garden.  
Problem with insurance because has small dog. Also because have wood stove.  
Hardship to buy equipment to cut wood; no tax deduction, not saving.  
Should have a youth center for teenagers.  
Should be guaranteed annual income for working people.  
Have own well and septic and pay same taxes as those in center of town.
- 4795 Adults should have access to school facilities.  
More for Senior Citizens--facilities and transportation.  
Need Cable T.V. or adult education.  
Main concern is need for bus transportation, better service.
- 4805 Should be centralized place for recreation activities.  
Community Center.  
(CONT.)

## HAMPSHIRE COUNTY NEEDS ASSESSMENT

## COMMENTS

- 4805 (Cont.)  
Should have Adult Education.  
Need public transportation.  
With only one park, is not practical for all children to get ther in some parts of town.  
Wonders what County commissioners do for their money at \$8000 for 2 hrs. week as  
Musante says.  
Many people in town have complaints about some people in town have used their position  
unfairly in respect to real estate dealings--Chief of Police and Fire Chief.
- 4807 Big problem is the prospect of kids going to Regional J.H.-H.S.; drug problems.  
Need center for teenagers.
- 4832 There's very little for teenagers to do in town, particularly girls. And there's  
no transportation for them to get to anything.
- 4840 Need more horse and bike trails.
- 4841 Wants school bus to come to door--kids get sick because of waiting in cold.  
Too many people leave their dogs run free--leave piles on lawn.  
Because of necessity--household depends on 2 people working--very desruptive.
- 4844 Would like to see adult educ.in S.H.
- 4845 Wants more hours at the dump--should be open at night; and/or extra day besides Wed.
- 4861 High taxes are a problem--Family is retired--Mortgage is paid up--But property taxes  
are \$1800 year which is costly to them.
- 4912 Better public transportation.
- 4961 Improve town government.
- 4920 Adjustments to make about heating, no financial break for those who conserve.  
Gov't not responsive self-fulfilling prophecy more problems.
- 4923 Roads are deplorable.  
Need for public transportation.  
Lack of recreation facilities for youth.  
Skating rink.
- 4925 Mother terminally ill--if patient could stay home instead of hospital would be cheaper  
for system to have homemaker and person would be happier.  
Teachers can't spend enough time with children.  
766 is not told about at all. School should inform parents more about 766.
- 4926 Town ostracizes those who can't go to church--doesn't allow involvement.  
Has to move --House being sold.
- 4929 Gas too high--need to commute to work and gas too expensive.  
Need mass transit--computer parking.  
Public transportation for shopping for all people could be used.
- 4934 Small schools good.  
Hi School regional--bad, too many kids together, too many problems.  
Need for some sort of public transportation.
- 4935 Need for state police out in towns, off of 91, could have some cruisers.  
Rash of house breaks--Westhampton should have marked police cruiser--and full time  
police officer.  
(Cont.)

## HAMPSHIRE COUNTY NEEDS ASSESSMENT

## COMMENTS

- 4395 (Cont.)  
 Patrolling.  
 Fire department could use more equipment.  
 Fire department should be trained, proper equipment.  
 Should allow compensation to individuals for wood stoves and energy savers.  
 More study on alternative sources of energies, solar, wind.  
 Cost of oil and gas too high.  
 Zoning laws in Westhampton protected.
- 4936 I think the town of Westhampton needs public transportation. At least a branch route into Northampton, or Easthampton. Especially for people to get to and from work.  
 The hours should be adjusted to that end.  
 I think an alternative to nursing homes is needed, or will be, for many people.  
 It will be hard to keep up the mortgage, and especially the taxes after retirement.  
 Social security is not really adequate with the current inflation problem.
- 4940 Just separated from wife--totally upset about it--doesn't know what to do--Life is full of problems--afraid for children--wants to be left alone.
- 4943 Could have park in center.  
 Could use public transportation through town and have education on using it.  
 Elderly transportation service--good.  
 Gripes against state and federal--too much government intervention using big laws for little people too much regulation.
- 4944 12 kids shouldn't have to go to Regional High Schools--Not ready for older kids and High school problems.  
 Small kids shouldn't have to cross big streets to get on school buses.  
 No full-time police department, not a secure feeling--police work full-time.  
 Taxes are high for what town has and offers. All services volunteer and part time.  
 Center School --excellent.
- 4945 Hard for people in trades.  
 Lack of jobs--real issue, big problem.  
 Real need for day care.  
 Public transportation is a disaster.  
 Low cost alternative energy is too expensive--Wind and solar much too expensive.  
 Gas, oil too expensive.  
 Reliable repair people are a problem.  
 No deliveries are made around here.  
 Gazette horrible on town and county goings on.
- 4946 Dogs should be tied up in town.  
 Town doesn't recognise leash law, should follow up on loose dogs.  
 Kids shouldn't be allowed to smoke at school--schools go against what parents say if kids can't smoke at home.  
 Teachers alright.
- 4949 Water department--highly expensive and inefficient--not informative and laxidaisical.  
 Westhampton very nice.
- 5037 Water needs to be improved.  
 Western Mass. Hosp. closing. (Keep open.)
- 5038 Upset about public housing.  
 Riverboat houses opposed.
- 5044 Improve parking on lower Bardwell St.  
 Gov't can be improved.

## HAMPSHIRE COUNTY NEEDS ASSESSMENT

## COMMENTS

- 5045 Too much chlorine in water.  
Bad sidewalks.  
Bad street repair.  
Too many dogs get into garbage, and not enough pick-up.
- 5053 Need for dog control, they get into trash.  
Need storm drains--health hazard.
- 5054 Irrate about decadence in school system.
- 5076 Cable T.V. Problem with bill.
- 5083 Town gov't needs to be consolidated into one body.  
Too much nepotism  
School administration of Proj. inefficient.  
School committee not concerned with education but finances.  
Decisions predicated on financial cost, not education need.  
Town in a crisis, incompetent, wasteful,  
Weak board of selectmen only control police and highway. Rest independent.  
Town manager a liability, a scapegoat.  
Water quality very bad.
- 5087 Need better bus system.
- 5098 All politicians are crooks. Threat of war.
- 5101 Need more trash pick-up--twice a week.
- 5103 More trash pick-up in summer (weekly).
- 5105 Taxes too high.
- 5169 Very happy with County Extension Service.  
Suggests better advertising and explanation of purpose--good articles.
- 5177 Respondent doesn't speak or understand English well--doesn't know income.
- 5187 Lack of sufficient attention to people--elderly or disabled with problems.  
Respondent is handicapped. Preferred not to go onto next booklet.
- 5190 Closing Woodlawn St. "bounces" the children around too much. If the school closes  
respondent will send children to parochial school.
- 5194 Not satisfied with decision to close school--creates lack of stability for children  
being bused and transferred.  
Housing for elderly a problem.
- 5195 Concerned about closing down a school in South Hadley.
- 5208 Discriminate against girls, children. (Sports, activities)
- 5210 Middle class people have it harder today than anyone else.  
Services/programs needed for teenagers.
- 5213 Adding Cl to water without notification angered residents.  
Concern for middle income when it comes to health care, i.e., dental office visits.

## HAMPSHIRE COUNTY NEEDS ASSESSMENT

## COMMENTS

- 5254 Beyond L did not wish to give.
- 5258 Senior Citizens Ctr. not have enough services--transportation.
- 5261 Beyond J wishes not to mention.



## HAMPSHIRE COUNTY NEEDS ASSESSMENT

## COMMENTS Numbers on Computer Sheet

- 1065 Taxes.  
New Housing Project.
- 1150 A big toad in a small puddle.  
School could be local--instead of wasting money on gas for buses and on buses  
Could have a local school--regional schools horrible.  
Pretty self-sufficient.  
Small towns can take (care?) of themselves, people know each other and can share.
- 1153 No transportation.  
Could use good bus service to Northampton.  
No doctors in town.  
Have to rely on family for transportation--feel it's a burden.  
Shouldn't have to call ambulance service in Amherst--its a long distance phone call.  
Taxes much too high, unaffordable.  
Ms Walliston (Council on Aging) very helpful.
- 1160 Needs someone to live with.
- 1165 They need help with wood and chores and don't know where to get it.)
- 1178 We should be self-sufficient and use our own energy--be in debt to ourselves  
instead of the rest of world. We bring paper money with nothing behind it.  
We should deal with our own country instead of foreign imports.
- 1224 One thing that the community really needs is food program--'lunch program' for  
elderly.  
Public Transportation.  
Doctor near home, that will be permanent.  
Fuel assistance.  
Social Security Benefits possibly being taxed is problem.
- 1308 Efforts twds. guaranteed incomes, promote self-suffic. \_\_\_\_\_ counseling.  
Screening Welfare recipients.
- 1322 Good idea to collect random info.  
Police Dept. too anxious to work hard.  
Socialized medicine.
- 1352 Recreation for teenagers. 'There is nothing for kids to do here. Maybe a house  
where kids could go and talk about problems. Something like Sojourn, in  
Williamsburg would be very helpful.
- 1385 Q. 146--Teachers punish the victim of bad (rough) behavior.  
Q. 134--Patrols inadequate (police).  
Prefers having 2nd car to bus service.
- 1418 Resp. chose to live here and therefore chose to put up with its problems.
- 1466 The government talks about gas allocations for a certain number of miles because  
of the gas crunch; yet the problems of people in places like Chesterfield aren't  
considered. Gas is so expensive and people work so far away (mostly in Northamp-  
ton) that a 10 mile allocation is useless. How can you get back and forth with-  
out a bus? The government's perspective is lousy because it focuses on cities.
- 1488 Couldn't be much better without us paying for it. (Public transportation.)

## HAMPSHIRE COUNTY NEEDS ASSESSMENT

## COMMENTS Numbers on Computer Sheet

- 1510 Very critical of Selectmen in town.  
 Due to increased traffic on road she feels lives of children are endangered.  
 (Two dogs already killed.)  
 Selectmen are not cooperating in efforts to Post low speed limits, etc.  
 Also critical, as I am, of the lack of Services for the elderly. She is not  
 directly affected as both grandparents have passed on, but while they were living  
 at home the family tried to get some services and were unsuccessful.  
 There is a distinct need for services for Elder Citizens in this town.
- 2216 Doesn't get out much.  
 Ambulance--wonderful.
- 2550 Workers are not making any money here and most have to travel out of town to work.  
 No unions are Bad unions.
- 2278 We are entitled to food stamps and heat aid.
- 2563 Need elderly oil programs regardless of income. (also sickly)  
 Better screening methods for Welfare recipients.
- 2656 Transportation big problem. No car.  
 Access to stores big problem--have to walk 1 mi. to store.  
 Epileptic/48 years old, wants work. Woman (60) wants work.
- 3624 Public school system: Northampton system fosters a division between family and  
 school system; system is too eager to put the blame on the parent, that the non-  
 exceptional child, particularly, gets lost in the system. My child is taught  
 by intimidation and fear in a dull, unexciting manner. No respect for the  
 individual's potential and abilities. Parent input is discouraged and often  
 parental input results in negative labeling of child.
- 3883 Feel need a better regulation of rent.
- 4151 If elderly people could get more transportation.  
 If elderly could get into food coops and have transportation to bring them there.  
 Girls should be equal, in credit.
- 4822 I don't choose to continue because the answers given to choose from are too specific,  
 and they do not effect people at our age. It isn't possible to give an ade-  
 quate answer to these questions the way this is set up.
- 4893 This survey is darn foolishness.

## HAMPSHIRE COUNTY NEEDS ASSESSMENT

## COMMENTS

- 1039 No public transportation.  
No Rec. Programs for teens.  
No work for teens.
- 1049 A break financially.  
No room for extras.  
Not to be burdened by inflation.  
Food too expensive.
- 1075 Handle Welfare better.
- 1115 We've all been too fat, stop abusing energy.  
Would like to see different attitude towards energy situation or just material situation. (Keep things going, just don't buy new things.)  
Too much \$ to elderly services.  
People should carpool more, don't need to have so much independent transportation.  
Could use 9 or 10 passenger bus.  
Too many people too selfish.
- 1129 Groceries, gas supplies in small town is a problem.
- 1139 Need for greater legal protection of children in county.
- 1140 Welfare shouldn't be run by state.  
Dump unecological.  
Should have more public transportation.  
Should be more psychological counselling for people and make it affordable.  
Worthington Health Center could have doctors that stay longer.  
Could use dentist around.
- 1179 (Cont.)  
(He complained about everything from "young people don't want to work" to "people come down from the rich state of Conn. to the poor state of "taxachusetts"; he also said "women who dress properly do not get raped"\* and "the good life is on the way out and young people don't even know it.." its all gonna come down--the bomb and all the rest...) \*Women "ask" to be raped. (He also made me do the interview outside.)
- 1357 SSI for additional adults.  
Specialized Home Care Training Allowance for N.Hamp. State Hosp.
- 1369 Welfare Dept.  
People exploit the system.  
Students take advantage of food stamps.  
Ms. Smart feels this survey can not help the working middle income people.
- 1373 Time that Williamsburg had housing for elderly.
- 1444 Marginal family easily hurt by transportation or health problems.
- 1458 Child care.
- 2042 Said life perfect as is, was still semi-working.
- 2209 Local facilities be kept high up (inshape). We'll rely on them more.  
Council on Aging--most useful--very good.  
Police patrol in park, at random.

## HAMPSHIRE COUNTY NEEDS ASSESSMENT

## COMMENTS

- 2209 (Cont.)  
 Jailhouse unnecessary, take care in courts.  
 Leave post office as is--too expensive.  
 A lot of \$ put in public schools get wasted. A lot of red tape.  
 Intersection in town needs something--One way traffic around town.  
 Rte. 21 is awful.  
 Could expand parking facility.  
 Plenty of educational facilities.
- 2130 The govt. spends too much money on social services.
- 2267 Need a town manager, more police patrols in outlying areas.
- 2284 As an Educator active in Com. affairs people con't believe county govt. works.  
 Belchertown has unique problems. Rapid growth impact on water and sewage. What  
 can county do.  
 Concerned by education overcrowding. Land use at state school more cooperation  
 from state --need county support.
- 2286 Taxes.  
 Building permits.  
 Town Govt. poor.  
 Too many handouts to officials.  
 Management of town poor.
- 2294 Very Sat. for Senior Services.
- 2464 Hampshire County does nothing for Ware: Too far away, county seats are.

## HAMPSHIRE COUNTY NEEDS ASSESSMENT

## COMMENTS

## Numbers on Print-out

- 1001 No benches in park  
Board of Health does nothing.  
Town jobs are only handed out to an inner circle of townies.
- 1005 Senior Citizens Dinner
- 1010 Holyoke/Hamp Mobil storefront discount for elderly.
- 1011 State pays for family counseling.
- 1016 CETA workers sent to do repairs and insulation are inefficient. Poke into private areas.  
Do not heed instructions of home owner. Have caused damage to grounds (shrubbery) and house (broken windows).
- 1018 Material handler. Envelope manufacture.
- 1026 Welfare payments inadequate to rising cost of living.  
Food stamps inadequate.  
Schools inadequately assess students needs.
- 1042 Needs storm windows.  
Too much dust.  
On a fixed income (S.S.) you can't keep up with the cost of living. Our only problems are fuel and food and clothes. People get food stamps who don't need them and we can't get them.
- 1044 Trains and trolleys would be very important and useful. Bus also.
- 1047 Lack of facilities such as they have in Northampton. No access.
- 1052 Not enough people walk.
- 1055 No phone.
- 1062 Burden of Medical Ins. as of Jan. 1, 1980. Rising tax rate.
- 1081 Pre-appointment for doctor visits. (Must make appt. at least 1 day advance.)
- 1090 Would like to be hospital volunteer, but can't do it with no gas situation.  
Would like elder services in Huntington.
- 1095 Do more for the elderly because of prices and taxes.
- 1101 Meal programs funds were cut back and fewer people may go to it.  
Resp. can't get a credit card because of her age and income and must carry around money in cash.  
Re-pave Rte. 66.
- 1102 Fear of driven out by too high costs and taxes.
- 1127 Concern how to make ends meet. (needs money)  
Need housing development to get housing--too expensive.  
Need more stores.  
Prices too high.  
Health not great.  
Very lonely in the evenings and sad husband died last year.



## HAMPSHIRE COUNTY NEEDS ASSESSMENT

## COMMENTS

## Numbers on Print-out

- 1128 No unleaded gas in Cummington.
- 1143 Regional School is so impersonal--dislike for, but local school too expensive. Should be some sort of bus service around here between here and Pittsfield or here and Northampton. Pay service. More career counselling in high schools--have opportunity to talk with all careers--from truck driver to doctor. Value system gone in country. Welfare and unemployment are too abused. Husband had to change jobs from being self-employed to being employed--he's 57 and they fear no security when there older.
- 1145 Increasingly difficult for young people to buy themselves a place in communities, cost of housing up, incomes relatively down. Everything people need to live on should be free.
- 1146 Very satisfied with public school in Cummington--under high school. Dissatisfied with schools at Dalton--Teachers not very good. Desperately needs transportation--Public buses--cars much too expensive.
- 1148 X-ray machine in Health Center. Health costs unaffordable. Why anybody who is retired and lives on fixed income should have to pay school taxes. Taxes are too high for what people getting. Schools overstaffed, pay too high. Not enough money to live on. Too many school buses, busing for sports should be cut, they should provide own transportation, cut busing--wasting gas. Lack of discipline in schools, then no teaching.
- 1152 Most of the elderly people I've spoken with do not have trouble paying for heat since they cut their own wood. But they say it is difficult and they don't know how much longer they can get their own wood. Also, many would prefer oil but cannot pay for it and that doesn't always come out on the survey. J.A.
- 1161 In Cummington you can't call any big city without it being a long distance call. Northampton is the logical place and you can't call it. There should be somewhere, because Cummington is right in the center. (between Pittsfield and Northampton.) Transportation is a very big problem. I can't get a job because I have no trans.
- 1163 There are no community services in Cummington, and the ones available nearby are unsatisfactory. There is nothing for kids to do, nothing for the elderly. Outsiders are discriminated against--there is discrimination toward all minorities in this area. There are no services for retarded persons; nothing for adolescents. And schools are too far away. There is no Community Health Center. In sum, there is no sense of community and thus a great deal of alcoholism and hushed abuses of many varieties are hidden within Cummington. There is no comfortable way of dealing with people's problems--no one for them to go to. People don't seem to be aware that if they are middle-aged, then they will be old someday in the future. (These people have started a forum where these problems and others can be discussed--but not very many people attend.) Cummington is 60% elderly and there is no food program for them. Seventeen people between Plainfield and Cummington volunteer to cover 2 towns, 24 hrs. a day as firefighters. There is no planning for services. A bus is a necessity. At hospital we are charged extra for extras we do not need. We want Economy Health Care with no T.V. or other superfluous expenses.

## HAMPSHIRE COUNTY NEEDS ASSESSMENT

## COMMENTS

## Numbers on Print-out

- 1174 She asked me if I was getting a diamond for Christmas and told me not to put off getting married.
- 1175 Trying to pay bills.
- 1176 In this day and age it is stupid for everyone to be driving their own car. There should be public transportation.
- 1180 She said everything is being taken care of for her by family. (but to the point of ridiculousness--she had no idea what her income is and it was hard for her to say what condition her house is in.)  
She showed me her toy mouse collection and was proud of it.
- 1197 Dissatisfied by state route 143.
- 1198 Winter transportation.  
Expense of child care during working hours.
- 1205 It is financially and socially a burden that we cannot call a larger area in our basic phone service; this also discriminates against the small businessman in the hill town.
- 1207 Fears prices on many things, especially oil and gas may get higher than she can afford.
- 1252 Too much conflict of interest in the town gov't. Gov't doesn't distribute information freely at some times.  
Going to the doctor is expensive because they keep you coming back for appointments unnecessarily. Doctors are not good about prescribing medicine that has been used in the past, again without office visits.  
School system has a hard time dealing with learning disabled children. This seems to be a need.  
Distribution of used items such as clothes would be a good thing to have.  
Transportation (public) is a need in the hilltowns.
- 1260 Salt gets in well from the road.  
Not enough room by road side.
- 1276 Thought about wood stove--strong wind. If city planners can't do any better than they do in Northampton, then keep out.
- 1277 Westhampton school very far away making extra curricular activities difficult.
- 1281 For children of working age, better job opportunities for not just for low income families.
- 1286 This is a strange man living in utter clutter, very poor, with severe health problems. Later, another respondent in the community told me he is very confused and has bothered many children (perhaps child molesting) in the neighborhood, and everyone knows to stay away. She also told me it was a big mistake to go in his house alone. I had no problem with him, however. J.A.
- 1318 Mother-in-law (elder) not enough to live on. \$150. month.  
Need better care for elderly--No financial aid for low, but not real low income elderly.  
School too disorganized, a lot red tape.  
Elderly--Housing, better places, long waiting lists.

## HAMPSHIRE COUNTY NEEDS ASSESSMENT

## COMMENTS

## Numbers on Print-out

- 1319 Town has serious need for outlook for teenagers. So they are not bored and they have something to do. A program for kids.  
Need a Drug store in town badly.  
Need a Laundromat in town.  
Need a Doctor in town.
- 1321 County trend to greater self-sufficiency, people become more involved--more than just a hand out. People respond more positively to their own efforts.
- 1383 I'd like a new roof on the house and insulation for the attic, but I don't expect they can do anything about it.
- 1394 I'd like to see something done about the medical situation. The average man can't keep up with it. I'd like to see it done like Social Security.
- 1393 Gas to go to work is a problem.
- 1395 The county should have some way of helping a person in my circumstances secure employment. With 20 years business experience, it should be possible to get some sort of white collar job. Reverse discrimination is a real problem.
- 1397 All the good farmland is paved over, which is a shame. People are going to have to start eating asphalt if it keeps up.
- 1402 Survey is biased by termination after income question.  
The people who pay for these services in tax form are only included if they insist.
- 1406 Bus service to Plainfield very important.
- 1407 Needs rides all the time.  
Could use an occasional visiting nurse.
- 1410 Isolation with children is a problem.  
Husband away from 9 a.m. to 8 p.m. Makes getting a job a problem.
- 1428 Thinking about going back to school.
- 1432 Hilltowns need a doctor. (a country G.P.)
- 1437 In favor of increased services, even if we don't need them.  
Youth center, youth services extremely needed, esp. for adolescents. Sex education esp. needed.  
Worthington Med. needs continued increased financial support.
- 1439 Another poor old couple hanging on to their farm. Scared of nursing homes. He too proud to admit anything's wrong. She's seeking some aid. It was a good place to leave the D.I.S card.
- 1470 Fuel, oil, insulation-etc. are needs.
- 1472 People who live out here don't expect any help and don't want it, for the most part. They realize that part of country living is missing out on certain things, and learning to adjust. We just live the best we can.
- 1475 Inflation a problem. Where's it going?
- 1477 As far as I'm concerned this survey shits because they're not going to do anything in this town.

APPENDIX F:

INTERVIEWER TRAINING MANUAL

HAMPSHIRE COUNTY NEEDS ASSESSMENT  
TRAINING PACKET

NOVEMBER, 1979



#### PURPOSE OF THE STUDY

Hampshire County has more than 100 social service agencies mandated to serve the needs of all or part of the 125,000 people who live here. A frustration shared by many who work in or serve on the boards of those agencies is their lack of knowledge as to what the actual needs of the population are. Surely every one has some ideas as to the needs they are supposed to serve, but there are major gaps in the information available to people who plan and implement programs. Even if an agency had a clear handle on the needs of their clients, they would be missing out on important information. What about the people who never make it through the door? What are their needs.

In addition to social service agencies, there are people and organizations in the county that are committed to working with low income residents to press for better or more appropriate programs. Organizers, like people who work in agencies need to be informed about what issues are important to the people. Talking to your friends and associates is one way to determine needs. But, again, it is a very select sample. What about the needs of the people you haven't talked to.

The purpose of this survey is to talk with a sample that represents every household in the county. The survey will get some information from a random sample of the whole county and more indepth information from a sample of the county's moderate and low income residents. It is divided into 2 sections. The first, and shorter, section will be asked to a random sample drawn from the entire county population. The second, and larger, section will be asked only of those who, based on what they tell our interviewers, have incomes and family sizes that place them within 200% of the current federally determined "poverty" level of Hampshire County. We are doubling the federal poverty level so that we are sure to pick up people who might otherwise fall between the cracks in the social service system. The federal government's definition of "poverty" is an arbitrary line. By doubling that line, we feel reasonably certain that our survey will provide comprehensive data on the entire "low income" population.

#### THE SURVEY INSTRUMENT

The survey instrument (questionnaire) that we will use was developed after extensive interviews with people from the low income community and with staff of agencies that are mandated to serve that community. Almost

every item on the survey was derived from information given to us in one or more of the "defining interviews."

A team from the Hampshire Community Action Commission travelled throughout the county to interview more than 30 low income families. Each family was asked to tell us, in their own words, what they considered to be their needs for social and human services. These open ended interviews were transcribed and each stated need was entered into a computer. The computer sorted the needs and provided us with a list of over 300 items. The rest of the information from these interviews, those things which did not lend themselves to be sorted by a computer, were looked at and considered in developing the instrument as well. To the best of our ability, this survey instrument reflects the needs and desires of the low income population itself. It is not the product of social scientists and social service workers, as is often the case with survey instruments, but of people from the community itself.

In addition to the interviews conducted among the low income community, input was sought from each social service agency in the county. Agencies were sent questionnaires by the Office of the Human Services Coordinator. Information from the returned questionnaires were also entered into the computer to be sorted and considered for inclusion in this survey instrument.

There have been 5 drafts of the instrument. Each was examined and edited by various people from agencies, from the university and from the coordination staff of this project. Finally, a final instrument was derived. While no such instrument can ever be classified as perfect, we believe we have developed one that is reasonably representative of the expressed needs of the community. It is the product of a long and careful process of talking with people. And it is only the beginning.

#### THE SAMPLE

As indicated earlier, there are two groups that we are interested in reaching through our sample. The first group is the county's population in general. That includes all households, regardless of their income. The second group includes all households, whose incomes place them within 200% of the current federal poverty line.

We will reach the first group by taking a systematic sample from the entire county population. We have done this by obtaining street listings that are published by every town and city in the county. Using a systematic sampling technique we selected names at random from each town to be included in the survey. Each household in the town had an equal chance of being selected for our sample. This is the only "fair" or non-biased way available to select such a sample in Hampshire County.

The second group, those families whose incomes are within 200% of the poverty level will be selected from the first group. That is, we will ask people in the first group a series of questions culminating in income and family size. From that information, we will determine if they are eligible to participate in the remaining part of the survey. If so, they will constitute the second and larger portion of our sample.

Based on income statistics in the county, it is estimated that approximately 1/3 of the households we interview will fall within our second sample group.

#### OTHER STUDIES

Although we are the first to conduct as comprehensive and complete inventory of the needs of low income residents of Hampshire County, we are by no means the first group of people to conduct a survey such as this. The techniques that will be employed in conducting this survey are similar to those which have been used successfully in hundreds of surveys throughout the country. Some of the techniques are similar to those used by the big national polling organizations that we are accustomed to hearing about on the evening news.

Just as the development of the survey instrument and methodology benefited from the experience of others, so has the writing of this manual.\* The remaining sections of the manual contain edited excerpts from various training manuals used in previous studies as well as additional items written for this study.

---

\*We are particularly indebted to the Human Services Resources Development Commission of Clarion County, Pennsylvania and the Social and Demographic Research Institute at the University of Massachusetts for allowing us to take excerpts from their respective training packets. Some of the material in this manual is taken from Community Surveys With Local Talent by Eve Weinberg (National Opinion Survey Research Institute).

## THE SAMPLE SURVEY

### What Is a Sample Survey?

Broadly speaking, a sample interview survey is a systematic procedure used in the collection and analysis of facts about a population when the desired information cannot be more accurately or less expensively obtained in other ways. The procedure involves interviewing a sample of people representing the population under consideration. The facts obtained are put together in an organized way so that conclusions can be drawn from them.

Information from a sample survey is used in the solution of some particular problem (or set of problems) or to add needed information about the problem to what is already known. Skillful interviewing procedures are used to insure full and accurate information. Careful sampling procedures are followed so that the facts gathered from the sample of survey respondents can be used to represent the facts existing in the total population. The use of a sample (a fraction of the population) makes it possible to avoid the very expensive and time-consuming procedure of taking a census (a complete accounting of everyone in the population being studied).

### Steps in Carrying Out a Survey

There are six major steps in carrying out a sample survey and analyzing the results.

#### I. FORMULATING SURVEY OBJECTIVES

(Those in charge of the survey specify the kind of information they are seeking, the population from which they will secure the information, and the final form in which the information will be reported.)

#### II. DESIGNING THE SURVEY

(Survey design consists of several sub-steps. The sampling framework is developed and the listing of households or individuals to be contacted is prepared. Survey design also includes the construction of an instrument (i.e., a questionnaire) with which the desired information is obtained. Questions are written, and instructions to interviewers are included.)

### III. INTERVIEWING THE SELECTED SAMPLE

The success of an interview survey rests in the hands of the interviewers; they are the front-line staff in the survey process. Interviewers are specifically trained to obtain the information from selected households or individuals. The interviewer is a skilled individual, proficient at administering the questionnaire and sensitive in dealing with the respondents.

### IV. EDITING AND CODING RESPONSES

In order to compare the facts and opinions given by different respondents, a systematic procedure called "coding" is used. Before they are coded, questionnaires are scanned and edited -- removing irrelevant comments or other uncodable responses, or correcting inadvertent errors in the recording of responses. Coding consists of designing a scheme of categories into which responses can be fitted; it is used to transform the vast amount of information into a form that can be counted, measured, compared, and analyzed. All identifying information is removed from the questionnaires at this point to insure confidentiality.

### V. TABULATING CODED RESPONSES

Coded responses are necessary to the statistical treatment of survey data. After the responses are coded, they are keypunched (and verified) and placed on computer tape. The computerized survey data can then be studied in detail.

### VI. ANALYZING DATA AND WRITING REPORTS

A team of survey staff members is responsible for the analysis of the computerized data. They look for trends, areas of agreement and disagreement, and other factors that may be of interest to the



sponsors of the survey. They then write reports which outline the results of the survey and deal in depth with certain areas. These reports are prepared to meet the initial objectives formulated for the survey.)

Interviewers are responsible for conducting the third step in this process. This is a big responsibility, since the interviewer is completely on her/his own -- in fact, more so than anyone else who works on the survey. The overall quality of a sample survey will only be as good as the weakest step in the process. This means that the worth of a study depends on how skillfully and accurately interviewers execute the interviewing and sampling instructions, as well as on how well the study is designed.

#### Content of Survey Questions

The content of survey questions may be generally divided into four groups.

Behavior. Many survey questions deal with the actions or behavior of respondents in various areas of human activity. For example, a respondent or another household member's behavior with regard to visits to physicians or medical clinics, job seeking, obtaining financial aid when needed, recreational habits, and other activities are subjects of survey questions.

2. Attitudes. Some survey questions concern people's opinions, attitudes, and expectations. This type of information includes many of the most interesting questions available to survey researchers. It is also the area in which it is unlikely that data would be available from non-survey sources.

3. Environment. In many surveys it is important to know certain facts about the circumstances in which respondents live in order to interpret their responses more accurately. This includes information about the adequacy of living quarters, the local neighborhood, membership in groups and organizations, and the like.

4. Personal Descriptive Data. Surveys include questions regarding the sex, age, occupation, education, income, ethnicity, and many other personal-social characteristics of respondents and their households. By gathering this information, we are able to make statements about the similarities or differences among people in different age groups, occupational groups, educational groups, and the like.

### Two Key Principles

In conducting sample surveys, two principles are especially important.

Confidentiality. Sample surveys involve personal information that is generously provided by randomly selected citizens. This information must be treated as a sacred trust by interviewers and all other survey staff members. All issues concerning the confidential nature of data -- from the design of the questionnaire itself to the processing of completed questionnaires -- are treated with utmost seriousness by survey staff members. For their part, interviewers should not under any circumstances discuss data collected by them with any unauthorized person. Nor should they use questionnaires in any way other than the procedure specified by those in charge of the survey. In order to have the continuing support and cooperation of respondents in the field, confidentiality must be adhered to by all survey staff members.

2. Objectivity. Objectivity refers here to several dimensions of the interviewer's role. First, the interviewer's stance must be objective. This means that he/she is not to make judgments about a respondent's answers or lifestyle. As a researcher, the interviewer must submerge her/his private opinions or values and be meticulously objective in the interview situation. Any remarks or facial expressions by the interviewer can bias a respondent's answers and endanger the validity of the survey data. Second, the interviewer's procedures must be objective. He/she should handle all questions in the same way with all respondents. The interviewer should never assume anything about a respondent's personal life or opinions on issues. Treat each interview as a scientific experiment in which all specified procedures are precisely followed. The interviewer's objectivity is the key to the success of the survey.

The above guidelines are not intended to discount the importance of the "personal element." Rapport and empathy are always important in survey research. However, if confidentiality and objectivity suffer, the information is of dubious quality.

## GENERAL PRINCIPLES FOR INTERVIEWING

Initial Contact

The first task in an interview is to start setting up a friendly relationship with the respondent and to get her/him to cooperate in giving the information. During this introductory phase of the interview, the interviewer must do a job of "selling" both the survey and herself/himself. Your initial impression on the respondent during the introduction largely determines the degree of trust the respondent will develop in you. The more natural your approach, the better. Simplicity of dress, a level of language suitable to the occasion, friendly behavior and a sincere interest in the respondent's point of view will gain acceptance for the interviewer as a person to whom the respondent can talk on the basis of common understanding.\*

Before sample lists are assigned to interviewers, a letter will have been sent to each respondent address in the sample. The letter briefly states who is conducting the survey, the general purpose of the interviews, and that a trained interviewer will be calling at that address.

Depending upon the locality and the type of survey, about 8 out of 10 people will grant an interview when approached properly. In other words, for the most part an interviewer will not meet a great deal of resistance. The interviewer's interest in people and knowledge of the instructions received in training will make the task an easy one in most instances, but an interviewer must bring all of her/his intuition and intelligence into play when someone in the house hold opens the door. Experiences from many surveys have indicated that there are three factors which help to bring about the proper frame of mind necessary for the respondent to "buy" the survey situation and to eliminate any initial resistance the interviewer may meet.

---

\*Note: If the respondent is obviously too busy or unable to engage in an interview at the time you call, give a friendly general introduction and try to stimulate her/his interest to the extent that he/she will be willing to see you at a later time. You may need to suggest several times before you and the respondent can agree on a convenient time.

- A: The respondent needs to feel that her/his acquaintance with the interviewer will be pleasant and satisfying.

The respondent's reaction to the interviewer as a person is, of course, important. The respondent will react more favorable if he/she gets a feeling that the stranger at the door is a person with whom he/she can become acquainted and friendly. The interviewer must show herself/himself to the respondent as a warm and understanding individual who is genuinely interested in the respondent as a person, not as a mere "answerer of questions." "Rapport" is the term used to describe this personal relationship between the interviewer and respondent which provides the foundation for good interviewing.

- B: The respondent needs to see the survey as being important and worthwhile.

When the respondent answers the interviewer's knock, he/she brings to the door a set of interests. It is the interviewer's task to size up what these interests are, and to use procedures which connect the survey in some way to them. If the interviewer is successful in this regard, the respondent will become positively involved and see the interview as an opportunity to express her/his views. (In this survey, the facts and opinions reported by the respondents, although treated anonymously, will be used by local officials, human service agencies, and citizens' groups as a means of improving the planning and efficient provision of local human services.)

- C: Barriers to the interview existing in the respondent's mind need to be overcome.

In the early stages of the interview, the interviewer must recognize and dispel or decrease the uneasiness felt by some respondents. One such barrier may be the respondent's skepticism about the purpose of the interview. For example, the interviewer is sometimes confused (by the respondent) with a salesperson of some sort or an advocate for a particular point of view. Another barrier may be the respondent's feeling that he/she is inadequate and will be embarrassed by what he/she thinks may be difficult questions. A third barrier may be a respondent's idea that the interview is used to check up on her/him in some subtle way. It is clear that the interviewer needs to be on the lookout for such barriers so that he/she can reassure the respondent about the true purpose of the interview.



### Facts to Tell the Respondent

Certain basic points should be covered in the interviewer's introduction of the survey to the respondent. Above all, use the following two points as a guide.

1. Be brief. Don't allow yourself to become unnecessarily bogged down in explaining points that will bore a prospective respondent.\*
2. Get to the first question as quickly as possible. Once the respondent realizes the type of questions you have in mind, he/she will be far more willing to be cooperative.

Use your good judgment in deciding whether the respondent is ready to accept you as a legitimate interviewer and not as a fast-talking salesperson or an advocate for some particular point of view. If he/she seems reluctant or questions you further, answer along the following lines and in a frank manner, but briefly.

3. Who you are and whom you represent. You should introduce yourself as a field interviewer for the Hampshire County Needs Assessment. If the respondent is still hesitant, show your identification card. Do not present your card at this time unless you feel it is necessary. It takes time to read, and the average person is satisfied with a simple statement of why you are asking for an interview.
4. What you are doing. You should make a general statement of the subject and purpose of the survey. Don't be caught in trying to explain and having the respondent reply, "I don't know anything about human services, don't ask me." The purpose of the survey is described in the introduction letter which will have been sent

---

\*Note: On rare occasions the interviewer may sense that the introductory process has not established her/him firmly enough to proceed at once with the interview. A useful procedure in such cases is to talk about the topic in which the interviewer and the respondent may have an interest -- such as the respondent's garden or children, the weather, the latest baseball scores, or whatever seems appropriate and relaxing to the respondent.



to each address in the survey sample. Additionally, each interviewer will be carrying copies of this letter and can show it to the respondent at the door. If more information is needed, the interviewer should be thoroughly familiar with the letter and some additional supporting details about the survey. If the respondent still requires more information, a telephone call to the central office is in order.

5. How the respondent happened to be chosen. You see, in trying to find out what people in this county think, we cannot talk with everyone, but we try to talk to men and women of different ages in all walks of life. This is what we mean when we say "cross-section". Specific addresses are a result of a carefully designed random selection. Then, when the interviews from all these addresses are combined, we have opinions from a cross-section of people. (To emphasize our policy of confidentiality, it is important to tell the respondent that we have not chosen him/her by name; his/her address was chosen because it happened to be within preselected geographic boundaries. It is extremely important to assure the respondent that he/she will be anonymous and that the answers he/she gives will remain confidential and be used only for the stated purposes of the survey.

Never be apologetic about "bothering" the respondent. And never ask her/him if he/she is busy -- you might get a "Yes" answer. Rather, assume that everyone will be interested in the questionnaire, that everyone enjoys having a "good ear" to talk to, and that everyone has important opinions that are representative and worthy of being heard. If you sincerely believe that your work is important, you will have few refusals.

On the following pages is a list of some situations an interviewer might encounter in introducing the survey to a potential respondent and enlisting her/his cooperation, along with some suggested responses the interviewer might use in handling each situation.

## SOME SITUATIONS ENCOUNTERED BY INTERVIEWERS IN THE FIELD

Respondent suggests that Interviewer find someone else (maybe a neighbor) to do the interview.

Interviewer explains the importance of respondent's opinion and the fact that her/his household was scientifically selected by survey staff members.

Respondent claims he/she is busy and pleasantly requests Interviewer to return later.

Interviewer assesses the situation and, if the respondent really is busy, requests that they set a specific appointment for a future date. If this is impossible, request the telephone number to set the appointment by phone.

Respondent is reluctant, suspects Interviewer is trying to sell something.

Interviewer shows identification card and introduction letter about the survey. If respondent is still reluctant, suggest that he/she call the survey staff office for verification.

Respondent is very suspicious -- is on the verge of refusing.

Do not, under any circumstances, argue with a respondent or try to pressure her/him into an interview. Try to avoid a direct "No" by carefully phrasing your explanations and questions. If respondent continues to be suspicious, suggest a call to the survey staff office. (Local police officials will already have been notified that an interview survey is being conducted in the local area.)

Respondent says that spouse won't permit her/him to give interview.

Do not engage respondent in prolonged conversation about her family situation. Suggest returning at a time when you can speak to spouse and respondent.

Person answering the door claims that an eligible respondent isn't home and doubts if that person would agree to an interview.

Pleasantly outline the importance of interviewing an eligible member of the household. Ask for a phone number and time of such a person's return. Leave a copy of the introduction letter, if this appears to be helpful.

Respondent says "I really don't know anything about this."

We are interested in your opinions, not in what information you may or may not have about the topics in the survey. I really think you will find the interview interesting and enjoyable. In a study such as this there are no right and wrong answers; we are simply interested in learning about your experiences and how you feel about things.

Respondent is hostile toward Interviewer and/or purpose of survey.

Patiently and pleasantly try to explain the importance of survey, objectivity of research methods, and importance of respondent's opinion. Avoid phrasing questions that might receive a direct "No." Suggest the possibility of a future contact if nothing else works.

Respondent is ill or has ill family member.

Assess the severity of illness, whether it will hamper her/him from giving interview. If he/she is obviously seriously or chronically, notify the survey staff office. If not, suggest politely a future appointment. In the event of serious illness or death in the family, handle delicately. If respondent shows no willingness to discuss interview, do not pressure. Notify the survey staff office, and a possible future contact might be made.

Respondent has obvious physical disability (e.g., hearing or speaking impairment).

Try to enlist the assistance of a family member or friend, if condition is not too severe. Otherwise, notify the survey staff office.

Respondent is senile or otherwise mentally impaired.

If senility is obviously an impairment, try to enlist help of a family member. If this is not possible, notify the survey staff office. In other cases of mental illness, enlist the assistance of a family member or friend, if the condition is not too severe. Otherwise, notify the survey staff office.

Respondent does not speak English.

First, attempt to find a family member or neighbor who can act as an interpreter. If this is not readily available, notify the survey staff office.

Respondant asks what good this will do or "What will be done with all this information once you're done collecting it".

The respondent may be right in assuming that this survey will not directly benefit him/her and his/her family. There is no use in trying to argue that some direct or identifiable benefits will come to the respondent. ON THE OTHER HAND, benefits may come to the respondent indirectly because the information collected in this study will be used to help direct programs that affect people in the community. When dealing with this question, try to figure out what the respondents' real concern is. Are they afraid that agencies will get the information and not do anything with it? If so, remind them that a substantial amount of effort has gone into this study and that the County Commissioners are backing it so that they might better direct their agencies. Also remind them that a number of agencies helped develop the questionnaire so that they could use it in their planning. IMPORTANT- also tell them that the results of this survey will be made public so that it can be used by citizen groups to lobby on their own behalf for better programs. Tell them that a summary of the results will be presented to the newspapers, radio & T.V. stations and that copies will be made available to any one who wants them.

Respondent asks "What's all this about, anyway?"

An expansion of the introductory remarks should be adequate if you think that this question means just what it says. If, however, the respondent is voicing suspicion about the legitimacy of the visit, you might suggest that he /she call the Town Clerk or the Chief of Police, who can vouch for the fact that you are from a recognized organization known to be working on a survey in the area.

Respondent asks "How long will this take?"

That's actually a more difficult question to answer than it seems. If they happen to be part of the low income sample, it could take as much as 45 minutes to an hour. If they are not part of that sample, it should take between 10 and 15 minutes. IF YOU ARE ABSOLUTELY SURE THAT THEY WILL NOT FALL INTO THE LOW INCOME SAMPLE tell them that most people take about 15 minutes. Make sure you have every reason to believe they're not in the sample before saying that. If you're

not sure, tell them that it depends on a number of factors. "Some families take only 15 minutes and others as much as 45 minutes. If you'll give me about 10 minutes we can at least get through the preliminary section and I'll be better able to figure it out from there." Try not to indicate that there will be an income cut off question. They may figure it out later but we shouldn't give them an excuse to "get out of" the survey by saying they're over income. Even if they are, we want their information too.



## GENERAL GUIDELINES FOR ADMINISTERING THE QUESTIONNAIRE

Recording Answers to Questions

1. When starting the interview, try to find a place where you will be able to write comfortably. A dining room or kitchen table is ideal, but in case a table is not available, always carry a stiff writing pad or clip board that you can use for a hard writing surface.
2. Try to sit so that you are facing a respondent and avoid being in a position which allows the respondent to look over your shoulder as you record responses to the questions.
3. Use a pencil to record answers. Carry several pencils with you so that you will always have a sharp one. Do not use a pen. Please use a number 2 black lead pencil to record the respondent's answers; a harder lead keeps its point longer, but gives a faint impression and is difficult for the coder and keypuncher to read. Incorrectly recorded responses should be erased and the correct answer recorded.
4. Your writing must be legible. Regardless of how good the actual interview may have been, it will be worthless if your record of it is unreadable. When you look over (edit) an interview after completing it, please check to be sure that all of your writing and recorded responses are legible.
5. Use parentheses to indicate the interviewer's observations or words. Parentheses should be used to distinguish clearly between the respondent's words and anything the interviewer says or does. For example, and interviewer may wish to make comments to the coders and analysts, such as: descriptions of respondent behavior; summaries of respondent digressions; cross references and marginal notes; or, reasons why a question was not asked.
6. Identify each interview. Every sample address has a unique identification number. This number is recorded on the questionnaire, as a means of identifying the particular sample address covered and, ultimately, how the entire set of keypunched computer cards for a questionnaire go together.
7. Account for each question in the questionnaire. You must either record an answer for each question or leave it unasked only because the guidelines and instructions for the questionnaire require that it be left

blank. If an interviewer, for some legitimate reason, has not asked a question otherwise appropriate to a respondent, the reason should be explained in a note alongside the question(s) -- enclosed in parentheses (see note #5, above).

#### Asking the Questions

1. The right atmosphere. Once the interviewer has completed the introduction and started the rapport-building process, he/she is ready to begin the interview itself. The interview should proceed on as informal and relaxed plane as possible, and the interviewer should avoid creating the impression that the interview is in any sense a quiz or cross-examination. Nothing in the interviewer's words or manner should imply criticism, surprise, approval or disapproval of questions asked or responses given.

Put each question to the respondent in a natural and conversational tone of voice, not obviously or laboriously reading it. Try to avoid drawing too much attention to the questionnaire, since your goal is to maintain a friendly relationship between yourself and the respondent. Too much obvious attention to the questionnaire makes for an atmosphere of interrogation, which is something you want to avoid. Each question should be asked in a manner implying that you are extremely interested in having the respondent's facts or ideas about it.

- A. If you have a normal tone of voice, an attentive way of listening, and a nonjudgemental manner, you will maintain and increase the respondent's interest. Know the questions so well that you can read each one smoothly and move on to the next question without any hesitancy. Study the questionnaire carefully and practice the questions aloud.

2. Ask the questions as worded on the questionnaire. Every survey is designed to obtain certain items of information necessary to the research objectives of the study being conducted. Research and experience have shown that if we are to obtain a desired item of information accurately, we need to design a specific question to get at the desired item. Each question is constructed to fulfill this purpose. For this reason, the interviewer should not make changes in the phrasing of the questions; deliberate word changes are to be avoided.

3. Ask every question specified on the questionnaire. In answering a particular question, respondents will occasionally give an answer which can also be applied to a question farther along in the questionnaire. Or, from time to time, when the interviewer needs to ask a series of apparently "similar" questions, the respondent may say, "Just put me down as "Yes" to all of them." In this case, the interviewer may wonder whether he/she should skip the questions which are apparently answered. The answer to this question is "no."

READ EACH QUESTION VERY SLOWLY. Studies in interview methodology indicate that the ideal reading pace is two words per second. Even if you read a question correctly, it does not do much good if the words are all pushed together in a rush or lost in a mumble. A slow and deliberate pace gives the respondent time to understand the full scope of the question and to formulate a careful reply.

In cases where asking the question will lower rapport dangerously, the interviewer must, of course, be satisfied with what he/she already has. However, it is the interviewer's responsibility to make certain, wherever possible, that the respondent is fully exposed to each question specified in the questionnaire--unless a question (or series of questions) is not asked because of a specific "Skip" instruction in the questionnaire. In the situation mentioned above, the interviewer can use the following procedure.

- a. Write down the initial answer under the question when it occurs.
- b. Ask the partially answered question when he/she gets to it, but preface it with some remark which will show the respondent that he/she hasn't forgotten what was said earlier and hasn't rejected the earlier answer. Such a remark might be, "We have already touched on this, but let me ask you . . .," or, "We're asking people on this survey about each question separately . . ."

4. If the question is not understood, or is misunderstood. From time to time, a respondent will not understand a question, or will misinterpret it. In such instances, you should use the following procedure.

- a. First, repeat the question as it is written and give the respondent another chance to answer it on that basis. If you suspect that the respondent merely needs time to think it over, don't press her/him for an immediate answer. If you think it's a case of the respondent needing reassurance, you may want to

add a neutral remark, such as, "We're just trying to get your personal ideas on this."

- b. If you still do not get a response in terms of the wording and meaning of the question, reword the question slightly. This should happen infrequently and should be done only as a last resort. If the interviewer feels that a substantial rewording has been necessary, a record of the rewording should be noted in parentheses in the write-up, so that central office staff will be able to pick out those few respondents who were exposed to such rewordings.

5. Miscellaneous notes on asking questions

- a. It is obvious that, if the interviewer is to use the questionnaire with any degree of success, he/she will need to make a careful study of the underlying objective of each question on the questionnaire before the interviewing process is started. A thorough knowledge of the questions and their intents is essential to an effective job of interviewing.
- b. If, for any reason, the interviewer finds it necessary to depart from the wording of the questionnaire, he/she should point out in the write-up on the instrument how and why this was done.
- c. The interviewer should utilize transition statements (brief ones) in moving from one main topic to another on the questionnaire. The transition statement helps the respondent to bridge the gap between the completed topic and a new one. It also makes the interview more of a smooth, friendly discussion and less of a question-answering situation. Transition statements help to maintain rapport, though an overly long statement can have the effect of losing the respondent's interest and sense of flow in the interview.



### Probing

A challenging and important aspect of the interviewer's work is getting the respondent to answer the question that was asked. If the respondent gives you an incomplete or irrelevant answer, misunderstands the question, if you do not understand her/his answer, or if he/she loses track of the question and gets off on another topic, it is your responsibility to get her/him back on the track through careful, neutral techniques. The quality of the interview depends a great deal on the interviewer's ability to probe and use these techniques successfully.

Probing has two major functions:

1. It helps the respondent focus on the specific content of the interview so that irrelevant and unnecessary information can be avoided.
2. In cases of "free-response" questions or "open-ended" questions it motivates the respondent to communicate more fully so that he/she enlarges on, clarifies, or explains the reasons behind what he/she has said.

### Nondirective Probing

Probing must be done without introducing bias, and the potential for bias is great. Under pressure of the interviewing situation, an interviewer may imply that some responses are more acceptable than others, or hint that a respondent might wish to consider or include this or that in giving a response.

Consider the question:

"What do you think is the most important problem facing the people of this area today?"

The respondent's first answer might be:

"Well, to me, the problem is just trying to get by."

The respondent has not answered the question but has indicated some thoughts on the subject. How might the interviewer handle this situation? A neutral probe might be:

"I see; well, could you tell me what you have in mind?"

or

"There are no right or wrong answers on things like this, of course. I'd just like to get your thinking about it."



It is important not to change the content of the question.

The principle of nondirective probing does not apply in the same way when the question is asking for straight factual information. For example, if you are asking about total family income and your respondent seems to be considering only his own salary, it is perfectly acceptable to focus on the question by saying, "Does that include the income of wife and children?" It is not acceptable to say, "You make more than \$20,000, don't you?"

However, when asking attitudinal ("How do you feel about. . . ?") questions, you must be especially careful to use only neutral methods, because you can easily influence the respondent's expression of his attitude or opinion.

Occasionally, a respondent will give an "I don't know" answer. This can mean any number of things. For instance:

- \* The respondent does not understand the question and answers "don't know" to avoid saying he/she does not understand.
- \* The respondent is thinking the question over and says "don't know" to fill the silence and to give himself/herself time to think.
- \* The respondent may be trying to evade the issue, or he may feel that the question is too personal and does not want to hurt the interviewer's feelings by saying so in a direct manner.
- \* The respondent really may not know, or may not have an opinion or attitude on the subject.

If the respondent actually does not have the information which you request, this in itself is significant survey data. It is your responsibility to be sure that this is in fact the case, and not a mistake "I have no opinion on that" or "Wait a minute, I'm thinking." A repetition of the question, an expectant pause, a reassuring remark ("Well, we're just interested in your general ideas about this.") or a neutral probe ("What are your ideas about this?") will always encourage the respondent to reply.

### More on Probing

The best of questionnaires may elicit first responses which are unclear or irrelevant to the objective of the question being asked. In the following example, note how the inadequate replies fail to answer the question.

Q: Do you think it will make a lot of difference to the state whether the democrats or republicans win the November elections, or that it won't make much difference which side wins?

A: Yes, I do

.....

Q: Considering the state as a whole, do you think we'll have good times, or bad times, or what, between now and a year from now?

A: Oh, maybe good times, maybe bad. It all depends.

A: I hope we'll have good times.

When the respondent's answer doesn't meet the question's objective, before you go on to the next question, you will need to use probing techniques to obtain a clear, complete and relevant answer.

This does not mean that you should openly question a respondent's answer, since the respondent probably thought that he/she was answering the question in all good faith. Rather, your purpose is to have the respondent clarify and expand her/his answer in terms of the question's objective.

The probing techniques outlined below can be very useful in stimulating discussion and getting answers to questions. These devices should be introduced casually and unobtrusively as a natural expression of interest in what the respondent is saying or is about to say.

1. Brief assenting comments, such as "un-huh," "yes," "I see," or "that's interesting," natural to social conversation fits into an interview very well, and may be used frequently. These serve to indicate to the respondent that the interviewer is giving her/his attention to the answer, and is interested in it.

2. An expectant pause on the part of the interviewer, accompanied by a look of inquiry after the respondent has given only a brief or incomplete reply to a question is often useful. This is frequently enough to convey to the respondent the impression that he/she has begun answering the question, and it will often bring forth further response.

3. Repeating the question is a particularly useful device when the respondent does not understand the question, when he/she misinterprets it, when he/she seems unable to make up her/his mind, or when he/she strays from the subject.

4. Repeating the respondent's reply is an especially useful device for helping her/him to clarify a response and prompting her/him to enlarge upon the statement.

5. Neutral questions ("probe questions") in a neutral tone of voice are often helpful in obtaining fuller, clearer responses. The following are examples of this type of question.

I'd like to know more about your thinking on that.

How do you mean?

What do you have in mind?

I don't quite understand what you mean.

Why do you think that is so?

Why do you feel that way?

Do you have any other reasons for feeling as you do?

Anything else?

Statements such as these indicate that the interviewer is interested, and they make a direct bid for more information. This is a dependable and fruitful technique when used correctly. It requires that the interviewer recognize immediately just how the respondent's answer has failed to meet the question's objective, and that he/she then formulate a neutral type of question to elicit the information needed. The technique should not be overplayed, however. The respondent should not get the feeling that the interviewer doesn't know when a question is answered properly.

#### The "I Don't Know" Answer

The "I don't know" answer by a respondent might mean a number of things: for example, the following.

1. The respondent doesn't understand the question and answers "don't know" to avoid saying that he/she didn't understand.
2. The respondent is thinking over the question and says "don't know" as a tentative sort of idea to give her/him time to think.

3. The respondent may be trying to evade the issue. He/she may feel that her/his opinion is not socially popular or that he/she doesn't have enough information to give. Or, he/she may have other reasons for keeping information to herself/himself and begs off with the "don't know" response.

4. The respondent may actually not know, and thus may not have any facts, opinions, or attitudes on the topic.

Through stimulating discussion and reassuring the respondent, the interviewer will need to determine which of the above possibilities holds true when a respondent answers "don't know." If the respondent actually doesn't know the facts requested, or has no opinion on a opinion question, this of course is significant to the survey. However, it is the interviewer's responsibility, as far as possible, to ascertain that this is in fact the case.

#### Gathering Personal (Census-Type) Descriptive Data

Survey analysis requires that we collect certain facts about each person interviewed and others in the household. These facts include such items as age, marital status, education, current activity, and the like. This material is obtained near the beginning of the interview.

You can usually start right in on these questions with no resistance or question on the part of the respondent. If, however, the respondent asks why you want her/his age, education, or what-have-you, you can say something like the following.

"Well, as I was saying earlier, we are talking with men and women of different ages and various occupations throughout the County. We put all of the interviews together, and then count them up to see the similarities and differences in experiences and opinions. To do this, we need to know a few things about the people we talk to. So, I have just a few questions on that type of thing."

This gives the respondent a logical reason for our desiring the information and shows her/him why cooperation will be of help. If there seems to be a need for further reassurance, you may add: "As I mentioned, the interview is completely confidential. The survey report is a summary of all the interviews, without, of course, identifying anyone."

If you are matter-of-fact in your approach, you will encounter very few problems. By and large, people are used to giving such information about themselves to employers and various agencies, so that gathering such data represents much less difficulty than new interviewers often imagine.



### USING THE SURVEY INSTRUMENT

The questionnaire is not nearly as long as it looks. The survey is designed to cover a range of situations we are likely to run into. Many questions do not apply to many of our respondents.

For example, there is a section for both renters and home owners. If a person rents his or her home, there is no reason to ask questions about home owners. Both the "renter" and "owner" sections are clearly marked on the top of the pages in large letters. All you need to do is to turn to the appropriate section and skip the inappropriate one. The same is true for families with or without children or elderly.

Believe it or not, you won't have much trouble remembering whether a section is appropriate. At first glance, it seems as if you'll get lost in the instrument, but that's not likely. Just in case you do, there is no harm in checking by looking at the demographic chart (page 2) or by asking the respondent in such a manner as "as I recall you have no children, is that correct?" Whenever possible, try to check back or remember the items so that you don't appear to the respondent as if you haven't been paying attention.

SKIPPING OUT ON CERTAIN ITEMS. You must ask each and every appropriate question. But there are some questions that are deliberately designed to be skipped in certain circumstances. The decision as to whether or not to skip a question can always be based on the information that appears right on the instrument. For example, on question 55 you are instructed to skip to 58 if the person answers no. This is accomplished both by a (skip to 58) instruction to the right of the "no" and by an arrow to the left of the response.

### Show Cards

A tool for speeding up the responses to the questionnaire are the show cards which you will take with you to each interview.

Show cards are used for two reasons. One is when we have a large number of items or a question with a large number of possible responses. It would be tedious, time consuming and boring for the interviewer to read each item. Instead, you ask them to turn to the show card and go over the items with them, asking them to pick the appropriate item(s). In some cases, it will be possible to have the respondents look at the list and merely read you



the letter next to the item that applies. Other respondents may feel more comfortable reading the items out loud. Some may want to point to the items, use your judgement to do what you think is best for that respondent. In some cases, you may have to read each item out loud. When in doubt do that. A small percentage of our sample may not be able to read--and a somewhat larger percentage will have difficulties in reading. It is very important that the respondent look at and consider each item or option separately. You must avoid them simply glancing very quickly and throwing out a couple of letters. Again, use your judgement and maintain some eye contact. You'll be able to figure out what is going on.

Another important reason for show cards is to minimize embarrassment on some items. There are some questions on this survey which may be a little embarrassing for some respondents. We don't want to over-emphasize this, because for the most part, people are happy to share information with surveyors. Nevertheless, efforts are made to give the respondent just a little more privacy. When we ask for income, for example, we don't ask them to tell us their income, but to point to a letter next to the amount that "most approximates your family's total annual income." (item 34). Instead of someone saying that their income is, say, \$12,000, they would tell you "N".

SHOW CARDS ARE TYPED IN LARGE LETTERS SO THAT THEY ARE EASY TO READ. You will know when to expect a show card when you see a signal such as:

SHOW CARD # 11
----------------

\*\*\*\*\* OWNERS OWNERS OWNERS OWNERS OWNERS OWNERS OWNERS \*\*\*\*\*

# SAMPLE PAGE FROM SURVEY INSTRUMENT

55. Are there any repairs that you would like to have done around the house but haven't done because you don't have the money?

1. yes.                       
 2. no (skip to 58)                      ↓

56. If you turn to show card # 6 you will see a list of possible areas for repairs. Which, if any, are areas where you need assistance?

SHOW CARD # 6

- ☐ A. electrical work  
       ☒ B. roof repair  
       ☒ C. plumbing  
       ☐ D. repair of major appliance  
       ☐ E. insulation  
       ☐ F. storm windows  
       ☐ G. weatherstripping  
       ☐ H. painting or siding repair (outside )  
       ☒ I. inside painting  
       ☐ J. work on chimney

circle = 1  
 check = 2  
 blank = 0

57. Which of the above would you consider most urgently needed?

PLACE A CHECK MARK BY HIGHEST PRIORITY

- 58. Do you know the last time your home's insulation was either installed or inspected? (if yes, ask "when")
1. don't know    2. within last 2 years    3. within last 5 years  
 4. more than 5 years ago    5. never installed

59. Do you own your house outright, or is there a mortgage?

1. owned outright (skip to next page)  
 2. mortgage (goto 60)                      ✓

60. Does your mortgage payment include property taxes?

1. yes  
 2. no

61. How much are your property taxes each year?

When you see a show card coming, ask the respondent to turn to the appropriate page in the booklet. Try to avoid the respondents looking ahead in their booklets. A tendency that came up the the pre-test was respondents reading ahead in the show card booklet while we were asking earlier questions. It makes it harder for the respondent to concentrate on what is being asked and can also prejudice the responses to the show card question when it finally comes up. One way to handle this is for you to hold the show card booklet and to show the respondent the card as the question comes up. Again, your judgement is the best guide on what to do here.

#### INSTRUCTIONS IN SCRIPT

*Throughout the survey you will see instructions to the interviewer that is typed in script (either small letters or ALL IN CAPITAL LETTERS). SOMETIMES THE INSTRUCTIONS WILL BE UNDERLINED*

Anything that appears in script is an instruction to you. It is not a question and it is not to be read aloud or even shown to the respondent. The most common uses of script are *skip to* statements indicating that you are to skip to what ever question is indicated or *goto* statements which normally direct you to the next question on the survey instrument. There is an optional statement that is put in only where we feel that it might be confusing as to where to go next. If it is not confusing, there is not a *goto* statement. The other use of script is at the bottom or top of lists. A common statement is CIRCLE ALL THAT APPLY. That instructs you to circle the capital letter next to the items chosen. At the bottom of the list it might say CHECK ALL THAT APPLY That instructs you to place a check mark in the brackets to the left of the letter for the item(S) choosen.

#### CODING RESPONSES

No matter how good the interview may be, it will be of little value unless the information can later be read and transfered into a format that can be "read" by the computer.

There are two types of information that you will code onto this survey. They are numeric codes which will be entered into the computer and written responses which will be read by staff. The numeric codes are entered for all of the "close ended" questions. This applies to the vast majority of the questions on our survey.

The written or open ended material will apply in some questions and it is usually only a word or two or a brief phrase. In many cases, the open ended questions will later be given numeric codes so that they, too, can be computer analyzed. Question 36 (page ) is a good example. You will notice that we ask people, "in their own words," to tell us about problems they are encountering in their daily lives. We allow space for four problems. Some people may have none and some may give you dozens (though that is not likely). You should, of course, politely listen to whatever they say, but try to get them to be as specific as possible (see "probing" section). The key phrase or word you write down will be all that anyone will remember by the time the instrument is analyzed. In the case of question 36, we are really only interested in their four biggest problems. Those are the ones we want summarized. Later, we will have a list of hundreds of problems which are likely to cover virtually anything some one is likely to tell you. What the person says in the open ended question will later be converted to one of the problems off a master list. Each of those problems will have a 3 digit code (giving us the option of up to 999 problems) so that they can be analyzed by the computer. Don't worry about fitting what they say into the list. We can do that later in the luxury of our office. Just get down what they say in succinct words. Be very careful that your hand writing is legible. It's very easy to jumble words when you write quickly. Whatever you do, make sure what you write is clear and complete. It is better to have too much information than too little. We can always edit at the office.

#### Closed Ended Questions

Coding closed ended questions is very simple. All you need to do, in most cases, is circle the appropriate letter or number.

If, for example, you asked a person the following question and they indicated that they were somewhat satisfied, you would do as follows:

- |  |     |                    |  |
|--|-----|--------------------|--|
| 23. How satisfied were you with the service? |     |                    |  |
| 1. very satisfied                            | (2) | somewhat satisfied |  |
| 3. somewhat dissatisfied                     | 4.  | very dissatisfied. |  |

Just make sure that the information is clear so that it can later be copied. There really shouldn't be any problems with questions like that.

In a number of questions, we ask people to indicate what they consider to be needs or problems from long lists. In these cases we often later ask them to indicate what they consider to be severe needs or we may ask them



to choose their highest priority. Read the question carefully and pay special attention to what is typed in script (UPPER SCRIPT) (lower script) You will usually be asked to circle all answers that apply. What that means is that you circle the letter next to what they told you. Circle as many letters (the capital letter that identifies the phrase) as are appropriate.

If you are later asked to check severe needs or the highest priority, you simply place a check mark in the box to the left of the letter. PLEASE USE THE BRACKETS FOR YOUR CHECK ([ ]). Do not place a check in the line to the left of the brackets as that is for the actual code.

In most cases, you will be instructed to enter a 1 if *circled* 2 if *checked* and a 0 if *blank*. Don't worry about these when you are in the field. They are simply coding instructions about what to put on the line to the left of the brackets. Here is an example from question #56

Let's say the person chooses roof repair, plumbing and inside painting as needs and later says that roof repair and plumbing are urgently needed.

As you can see, B,C and I were circled and (later) B and C were checked. Back at the office, you can always enter the appropriate 1's, 2's, and 0's.

#### ENTERING NUMBERS

In some items you will be required to actually write in numbers that are given to you. This is especially true in the box that appears on page 2 for the demographic information on each family member. It is also true on such questions as number 61 (illustrated on the previous page). There will always be the appropriate number of boxes for the amount of numbers we need. Notice in question 61, we entered 0 9 5 0, this is because the respondent told us that her property taxes were \$950 per year. Since it is possible that some respondent might have taxes above \$999 we allowed four boxes. In this case there were only 3 significant digits, but we coded leading zeros, thus using all four digits. This is extremely important for the computer analysis. Had we left out the zero (and had it been coded as 950) the computer would read it as \$95.00 instead of \$950 (which wouldn't be so bad if the respondent could only get a 90% reduction in her taxes as a result).



## ADMINISTRATIVE MATTERS

Keeping In Touch With The Office

Your supervisors are Linda McPartlan, Eric Lieberman, and Macrina Fazio. Janice Hassett is our secretary and Larry Magid is our training consultant. You will be expected to report daily to our main office in Florence (30 North Maple St., the Community Resource room) until your supervisor tells you differently. Phone numbers for the main office are 584-0419 and 584-7589. The 584-0419 number will often be busy because of the computer, so incoming calls should be made to the 584-7589 number. There will be local field offices in the hill towns and Ware where your field supervisor can be reached while you are canvassing those towns. Address and phone numbers for these field offices will be provided to you beforehand.

There will be a staff meeting every Friday at 3:00 pm at the Florence office. Your pay checks will be ready and you should drop off your time sheets at this time. Travel sheets are due on the 20th of each month. Give them to your field supervisor by noon time on the 20th so we can get them into CETA on time.

Preparing For The Field

Your packet should include the following (to be brought into the field each day).

Map of town being surveyed

Surveys

Contact sheets

"Show Card" booklet

Letter of introduction from County Commissioner

Identification cards: you will be wearing

An I.D. card from Hampshire County Needs Assessment.

(Be careful not to leave it anywhere)

Accordian folder Store completed surveys in this

so that they are not lost (with contact sheet attached)

#2 pencils, pad

Note (Left if respondent not home at initial call)

Your first job is to see if you received all the things you were supposed to. If you are short of any supplies, tell your supervisor.

Whenever you go into the field, take all of your contact sheets with you. We will assign 10 respondents to each surveyor at a time. If one or two respondents are not at home or ready to be interviewed at that time, you can then make calls at the other homes in your assignment.

In general the procedure for contacting respondents will be as follows:

1. Make the initial contact in person.
2. If the respondent is not at home, leave a note (this will be provided for you and will have a space for you to fill in your name). If respondent is busy at that time, schedule a more convenient time.
3. Return a second time, but at a different time of the day than your initial visit, i.e. initial visit was made Friday 9:30 am, second visit could be made Friday evening or Saturday.
4. If after 3 visits no contact with respondent has been made, contact your supervisor and a phone call may be the next step. Our phone budget is limited so only local calls should be made. Also, a phone call for appointments makes it easier for the respondent to say "no" to the interview and should be used only when other attempts have failed.

#### Filling Out Forms

Samples of time sheets, travel sheets, notes, and contact sheets are in your training manual. Refer to these for instructions on how to record data.

#### Dress Code

Your image to the public is very important. When meeting someone for the first time, people generally make some type of value judgement about that person based on his/her appearance. Gaining entrance to a respondent's home will be somewhat easier if they "like" what they see. For this reason, extreme dress is discouraged. (For example, no holey jeans or dress suits should be worn) In general be neat and clean in appearance and try to dress casually.

STAFF POLICY

To All Staff- under no circumstances should you use alcohol or drugs of any kind (for other than medical reasons) while on the job. Infraction of this rule is cause for dismissal.

We also ask that surveyors do not smoke cigarettes, cigars etc. while interviewing in a respondents home. You are most important to the image of the project because of your contact with the people in our community.

Contact Sheets

On the following page is a sample contact sheet, similar to the ones that will be given to each interviewer by his/her field coordinator. The contact sheet indicates who you are to interview and where they live. The town name appears in the upper left hand corner and the case number appears in the upper right hand corner. IT IS VERY IMPORTANT THAT THE CASE NUMBER BE TRANSFERRED TO BOTH INTERVIEW SCHEDULES (surveys). The sheet contains the last name of each respondent. First names are not provided. These sheets are printed by the computer. They (and the computer tapes from which they were derived) are the only record that links the respondents name and case number. THESE SHEETS ARE CONFIDENTIAL. Do not show them to the respondent or leave them around for others to see.

